

Occupational Outlook 2000-2002



SAN LUIS OBISPO COUNTY
LABOR MARKET INFORMATION



San Luis Obispo County Occupational Outlook 2000 – 2002

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Acknowledgments

The Private Industry Council (PIC) of San Luis Obispo County, Inc. would like to express appreciation to the following people for their valued contributions to the Occupational Outlook 2000 – 2002 Occupational Outlook Report:

EMPLOYERS

We are grateful to the many employers throughout San Luis Obispo County that gave their time to respond to the survey. Without employer support this report would not be possible. We cannot thank you enough!

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The following Occupational Outlook Report presents results from the last three years of the annual local Labor Market Information (LMI) study conducted by the Private Industry Council (PIC) of San Luis Obispo County, Inc. In December 1995, the PIC entered into a partnership with the California Employment Development Department, Labor Market Information Division (LMID) to study and present a current, short-term outlook of the labor market in San Luis Obispo County. This partnership became known as the California Cooperative Occupational Information System (CCOIS).

CCOIS began as a pilot program in 1987 and is now implemented throughout California. The Occupational Outlook Reports produced under CCOIS offer the only source of local, up-to-date occupational information. In response to feedback from users of our LMI reports, the PIC has combined the results of three years of research into one comprehensive report that includes twenty occupations studied in 2002 and forty occupations studied from 2000 to 2001. Be advised that some format changes occurred from each year's occupational profiles to integrate data for statewide use. Typically, the information gathered for each year's occupations were collected between May and October of the represented year.

PROGRAM GOALS

The CCOIS partnership goal is to improve the match between local employers' labor market needs and the skills and qualifications of job seekers by providing a variety of current, local information regarding existing jobs, based on surveys of local employers. The purpose of this report is to provide information for those directly involved with making local labor market decisions including personnel management, career counseling and selection, and vocational training program planning.

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.


Career Decisions: Career counselors and job seekers can use this data to assist them in making informed occupational choices based on skills, abilities, interests, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

Program Planning: This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this information to evaluate, refine or eliminate programs, and to plan new programs.

Curriculum Design: Training providers can use this data to design and update their training curriculum based on current local employer needs and projected trends as indicated in this report.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in San Luis Obispo County.





Program Marketing: Training providers can effectively market their programs by informing students, employers, and others that chances for job placement are greater when their training programs are developed using reliable, local occupational data.

Human Resource Management: Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business expansion and relocation purposes.

This report is intended to be a resource used in conjunction with others to make employment and training decisions. The continuing nature of the program enables the PIC to collect, analyze, and report current information on a wide range of occupations, as determined by local need.

FOR MORE INFORMATION

If you would like more information on the contents of this report, or on labor market information efforts in general, please call Mike Taylor at the Private Industry Council of San Luis Obispo County, Inc. at (805) 788-2601.

Interpretation of Occupational Profiles

Each occupational profile provides the information described below. The information for each category of the profiles is based on local employer responses, as described in the “Research Methods” section of this report. Please keep in mind that the information reported represents a snapshot in time and there may be more current data to consider.

TITLE AND JOB DESCRIPTION

The title and definition for most occupations (called “Job Description” in this report) is based on the Occupational Employment Statistics (OES) Dictionary, published by the Bureau of Labor Statistics in May 1992. The OES titles and descriptions often encompass multiple job titles found in the Dictionary of Occupational Titles (DOT), published by the U.S. Department of Labor, Employment and Training Administration (Fourth Edition, revised in 1991). There are a few non-OES occupations profiled in this report for which the PIC developed definitions, in collaboration with LMID, local employers, and other Local Partners. Job titles most commonly used for the respective occupation in the local job market (i.e., titles used by more than one responding employer, and employers with relatively large numbers of people in the occupation) were included in this section of the profile.

KEY TERMS

The terms all, almost all, most, many, some, and few are used in several categories to present information where percentages may or may not be used (depending on importance). The following definitions will apply to these terms:

All employers:	100%
Almost all employers:	80% up to but not including 100%
Most employers:	60% up to but not including 80%
Many employers:	40% up to but not including 60%
Some employers:	20% up to but not including 40%
Few employers:	less than 20%

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (percentages were rounded by increasing the highest value when below 100% or decreasing the lowest value when above 100%). Ranges are also considered to be representative.

WAGES AND BENEFITS

The range of wages and the median wage paid are provided for three different levels of experience and employment, also extreme high and/or low wage values (outliers) were excluded to allow for a more representative range estimate. More specifically the data points collected outside two standard deviations from the mean were not used in the range calculations. Both union and non-union wages are reported when more than 20% of the covered employees in an occupation are represented by union(s). This data is not intended to represent official prevailing wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages are determined for each category using the following definitions:

New hires, no experience:	Wage paid to persons trained but without paid experience in the occupation.
New hires, experienced:	Wage paid to journey-level experienced persons just starting at the firm.
Experienced, 3 years with firm:	Wages generally paid to persons with more than three years of journey-level experience at the firm.



Each category contains a minimum (low) wage value, a maximum (high) wage value, and the median (middle) wage value. The term "Insufficient Data" will be used when one or two categories have less than three wages or no wage data.

BENEFITS

Only information on benefits paid for in full by employers or cost-shared with employees is included in this report, information on percentage of employers who did not offer paid benefits were not covered in this report. Also, not covered in this report are waiting or probationary periods required before some or all benefits go into effect, the cost share paid by the employee, and the degree of insurance coverage offered by employers.

Union status was provided in this section and represents the percentage of employers who use union workers; it is important to note that employers could employ union and non-union workers at the same time. The weighted average hours worked per week for full-time, part-time, temporary, and seasonal workers (if applicable) are provided in this section along with shift information.

EMPLOYER REQUIREMENTS

This section presents a summary of the work experience, education, training, licenses, skills, and other requirements stated by surveyed employers. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of the job duties. Because the lack of educational requirements will create a barrier with some employers, employer's educational requirements have been added to this report.

The basic skills, knowledge, abilities, certification, and licensing information is provided by EDD/LMID. However, the new skills sought by employers and computer software skills listed in this section were tabulated as a result of responding employers. Only skills that have been reported by more than one employer or by firms employing a majority of workers in the occupation are listed. General terms were used when needed in an effort to maintain the confidentiality of the responding firm.

EMPLOYMENT TRENDS

I. According to the EDD Occupation Projections for San Luis Obispo County, the average growth rate from 1999 – 2006 for all occupations is 16.4% (applicable to occupations studied in 2001 and 2002). The average growth rate from 1997 – 2004 for all occupations is 11.9% (applicable to occupations studied in 2000). The following terms are used to indicate the relative, expected growth rate for an occupation when compared to all occupations in San Luis Obispo County:

Much faster than average	1.50 times the average, or more
Faster than average	1.10 to but not including 1.50 times the average
Average	0.90 to but not including 1.10 times the average
Slower than average	0.10 to but not including 0.90 times the average
Remain stable	-0.10 to, but not including 0.10 times the average
Slow decline	-0.10 times the average or less

II. The following terms are used to indicate the relative employment size of each occupation in San Luis Obispo County:

	<u>2000</u>	<u>2001</u>	<u>2002</u>
Small	Less than 132	Less than 142	Less than 145
Medium	Between 132 and 262	Between 142 and 283	Between 145 and 290
Large	Between 263 and 569	Between 284 and 615	Between 291 and 628
Very large	570 and above	616 and above	629 and above

The local size and estimated projected growth rates reflect points in time as previously stated. The data was obtained from Table 6 of the EDD publication "Projections and Planning Information for San Luis Obispo County," using simple linear regression (or, predicting the future based on the past and placing that relationship in graphical representation). In addition, listed under the heading "Projections" is the percentage of responding employers' outlook for the next 24 months. Likewise, information on the previous year's employment levels and the sources of employers' filled vacancies are listed to give the reader a recent perspective of the trends, turnover, and growth. For most occupations, more openings are the result of workers leaving the labor force (attrition) or workers changing occupations than of industry growth. Also included is labor supply and demand information for each occupation based on the degree of difficulty employers have in finding qualified applicants. The following terms are used to classify the occupational supply and demand assessment in San Luis Obispo County based on employers' weighted average responses:

Very difficult:	Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.
Moderately difficult:	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.
Not difficult:	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

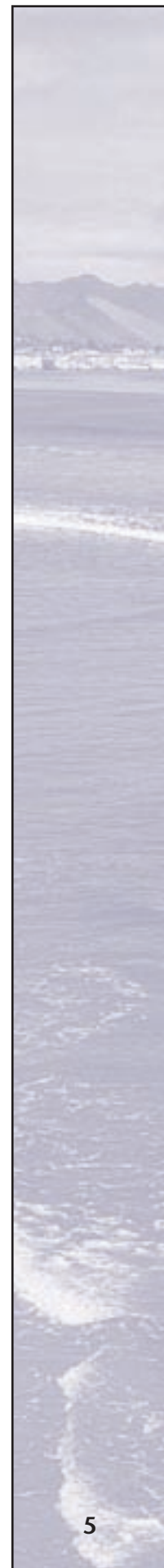
The most successful recruitment strategies reported by responding employers are identified, in descending order and only the top strategies are reported, even though others may have been identified.

Information on the major industries employing each occupation is based on the EDD/LMID publication "Projections for Employment." The terms used in this section are taken from the Standard Industrial Classification (SIC) Manual. When an occupation is employed by a wide variety of industries, those industries employing the greatest number of persons in the occupation are identified in this report under the heading entitled "Where the Jobs Are."

OTHER INFORMATION

Promotional patterns reported by responding employers are presented here which includes titles and skills important for career advancement. When available, the State job outlook is provided to give the reader a picture of how the occupation fares statewide, from 1998 – 2008, based on information derived from the EDD/LMID publication "California Projections and Planning Information (PPI) Reports," Table 7. We must stress that State labor market data could vary from the local situation because of the unique characteristics of local industries. Statewide and local labor market data is available on the Internet at <http://www.calmis.ca.gov>. Also, we would like readers who are interested in more information about the occupations studied to use the California Occupational Guide as a resource and we have provided the number for easy reference.

Finally, listed at the end of each profile is a complete listing of training providers in San Luis Obispo County that correspond to the profiled occupation. If interested in contacting the training providers, please see Appendix E for contact information. The training information is taken directly from the California Training and Education Providers (CTEP) database which is a state training listing provided by EDD. However, the EDD does not endorse the schools and training providers listed in this report. Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile.



The following describes the process followed to complete this study, and the respective roles of the PIC and the EDD/LMID:

I. OCCUPATION SELECTION

Each year the PIC consults with the EDD to determine occupations that are significant in the county and/or are expected to grow over the next six years. The PIC staff also review their job order information and scans the local newspaper to verify that the occupations selected are in fact showing immediate openings. A list of 40 proposed occupations suitable for study is compiled and distributed to local employers and other interested parties each year for input. The selections made by those responding are then compiled and discussed in an annual community meeting. Representatives from the private and public sectors, educational institutions, and vocational counselors are invited to the community meeting generally held in the Spring. Participants are asked to help the PIC select 20 occupations for study in the current year. The primary objective is to select occupations which are of most interest to the users (and potential users) of this publication.

Participants in the community occupation selection meeting have agreed to give preference to occupations using the following criteria:

- Have a substantial employment base in the county, and/or
- Have a substantial number of job openings projected in the next three to five years, and/or
- Training required would take two years or less to complete, and/or
- Show opportunity for upward mobility, or are full performing professions.

Some of the selected occupations fail to meet all four criteria, but were selected based on community interest. The LMID reviews and approves the final list of occupations for study, and verifies the correct definition for each occupation.

II. DEFINITION OF THE OCCUPATION

The definition of each occupation is found in the Occupational Employment Statistics (OES) Dictionary published by the Bureau of Labor Statistics, with the exception of the non-OES occupations (identified in the upper left corner of the profile). Non-OES occupations will have no statewide statistics because they are newly defined occupations, therefore under State supplied sections you will see the statement, "This information is not available for non-OES occupations." The OES occupation definitions exemplify the activities and functions of the worker and are sufficiently broad enough to capture a wide range of specialties within an occupation, but clear enough for use in research. The OES definitions are used by LMID to produce projections for employment (occupational estimates of size, growth, and separations).

III. SURVEY SAMPLE DESIGN

After the occupations are selected for the study, LMID then draws a sample of up to 40 local employers, comprised of a cross section of various sized firms that are representative of all major employing industries for each occupation. The PIC staff edits the employer sample, adding and deleting firms as needed, while maintaining representation. Prior to commencing the survey process, the edited sample is approved by LMID. After the employer samples are approved, the PIC typically finds that further edits become necessary since some employers do not employ the occupation(s) being surveyed.



IV. QUESTIONNAIRE DEVELOPMENT

A standard, two-page, employer questionnaire developed by EDD/LMID is used.

V. SURVEY PROCEDURES

The survey process typically begins in May and continues through October. Over 1,000 employers are contacted each year. Employers are first contacted by phone to verify employment of the occupation and to obtain the name of a contact person. Where possible, the survey is completed over the phone at that time. If not, a survey is faxed or mailed to the appropriate contact person within the firm. Some employers selected for the sample are simply mailed surveys in early summer, with the assumption that they do employ the occupation(s). Follow-up phone calls are made to employers who failed to respond by the established deadline to encourage their participation, and in many cases a second copy of the survey is sent to the contact person. All responses are reviewed and checked for completeness and consistency. Follow-up calls are made to complete and/or clarify data.

Completed surveys deemed usable for the study were then coded for data entry. The PIC's required response goal was 15 usable responses for each occupation. This goal was met or exceeded for all but a few occupations, where the pool of employers was small, or the needed responses were not obtainable. Required response goals also included a minimum of three usable surveys from the major industry employing the occupation (where appropriate), to ensure adequate representation.

VI. DATA ENTRY, TABULATION, AND SUMMARY

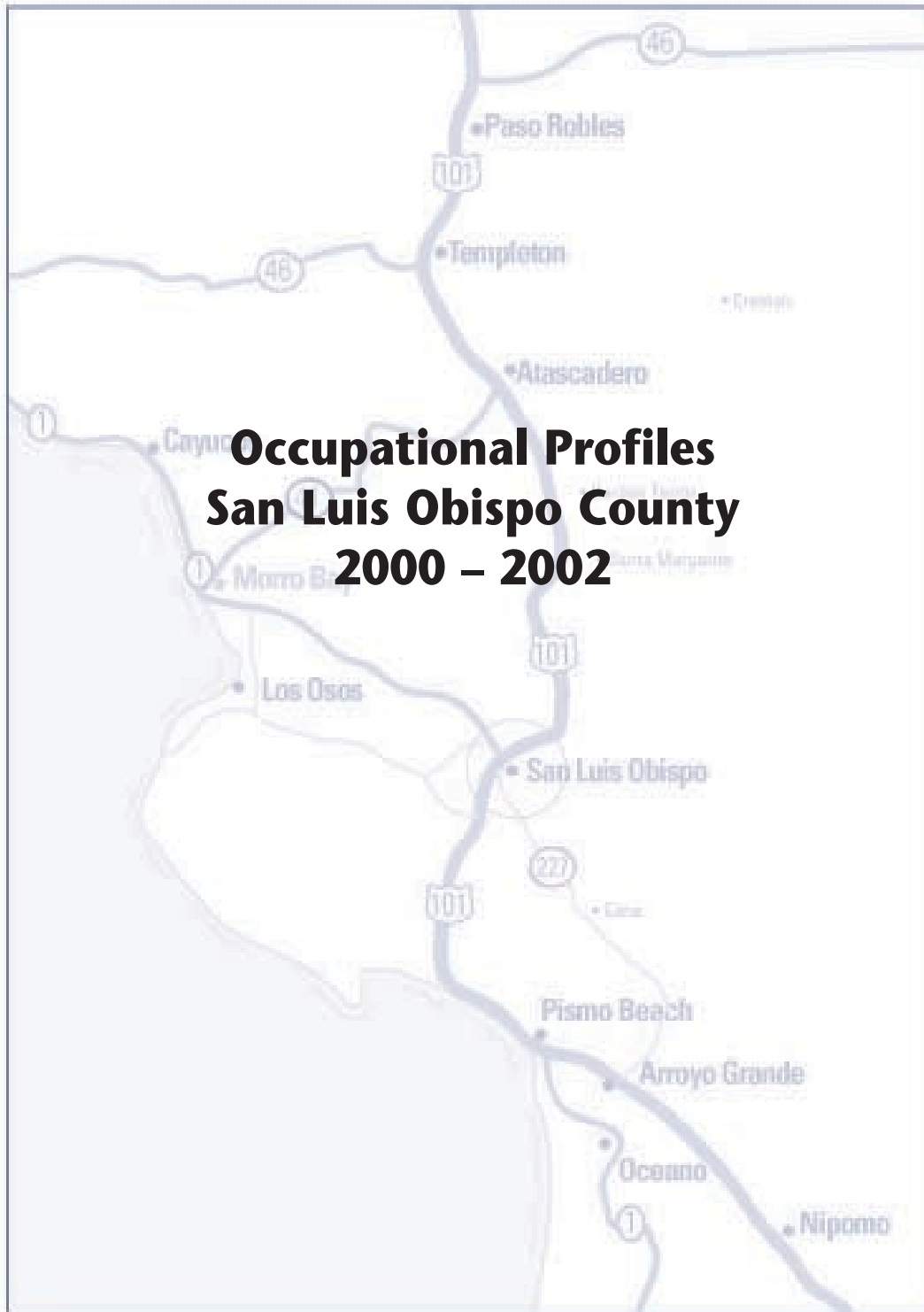
Coded survey responses to the standard questions are entered into the CCOIS database and basic tabulations are run by both the PIC and LMID. From these tabulations, the data is analyzed by the PIC and draft occupational profiles are prepared by the PIC. The draft profiles and other report materials were then reviewed by LMID analysts. Once the review and editing is complete, this report is finalized and produced.

VII. DISSEMINATION

The PIC will hold a meeting in early 2003 to disseminate this report and select 20 new occupations to study. Representatives from the many user groups of labor market information will be invited to this meeting. After the meeting, complimentary copies of the report will be distributed to various organizations such as schools, economic development organizations, libraries, employers who responded to the latest survey, and other Local Partners in the State of California. This report is also available for sale upon request.

If you would like to receive an additional copy of this report, please send a check made out to the Private Industry Council for \$25.00 to:

Michelle Robles
Private Industry Council
4111 Broad Street, Suite A
San Luis Obispo, CA 93401
(805) 788-2601



Accountants and Auditors

OES 211140

16 Firms Responded
77 Jobs Represented

Job Description

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

Common Job Titles

Accountants, Associate Accountants, Staff Accountants, Senior Accountants, Assistant Controllers, Controllers, and Chief Financial Officers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$8.00 – \$15.77	\$11.08
New hires, experienced	\$9.00 – \$23.15	\$12.87
3+ years with firm	\$11.00 – \$31.00	\$18.34

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.21 to \$2.65 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	69%	6%	25%	6%
Dental Insurance:	50%	6%	6%	0%
Vision Insurance:	50%	0%	6%	0%
Life Insurance:	38%	0%	0%	0%
Paid Sick Leave:	88%	19%	0%	0%
Paid Vacation:	100%	19%	0%	0%
Retirement Plan:	38%	6%	44%	6%
Child Care:	6%	0%	6%	0%

Unionization

88% Non-Union

Hours

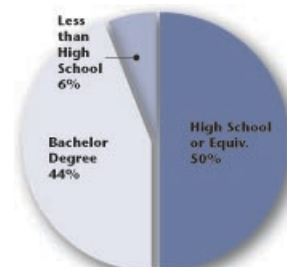
Most (77%) employees in this occupation work full time – 43 hours/week, a few work temporary – 38 hours/week, and a few work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	56%
Not Required	6%
Preferred	38%

Almost all responding employers require or prefer an average of 22 months of prior work experience. Some (38%) responding employers accept experience in other occupations, such as Bookkeepers or Payroll Technicians, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	47%
No	53%

Technical or Vocational Training

Required	25%
Not Required	50%
Preferred	25%

Many responding employers require or prefer an average of 26 months of accounting, bookkeeping, or tax preparation training.

Skills Information

Skills in: problem solving, verbal presentation, cost and tax accounting, and financial planning; Ability to: use accounting software and to work under pressure; Licenses: Certified Public Accountant (CPA)

New skills sought by a few employers were Internet expertise and interview techniques.

Computer software skills were sought by all employers in spreadsheet programs, almost all employers sought skills in word processing programs, many employers sought skills in accounting programs, and a few employers sought skills in database programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be very difficult. Most (63%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	12%
Remained Stable	44%
Grew	44%

Sources of Filled Vacancies

Of the 31 positions filled in the last 12 months, 42% were hired to fill temporary positions, 29% were hired to fill vacated positions, and 29% were hired to fill new positions.

Turnover

13%

The four recruitment strategies most successfully used by employers include:

Newspaper Ads	69%
Employee Referrals	38%
In-house Promotion or Transfer	38%
Private Employment Agencies	38%

Occupation Size

Large (450 – 510)

Employee Profile

71% Female
29% Male

Where the Jobs Are

SIC 8711 – Engineering Services

SIC 8721 – Accounting, Auditing, Bookkeeping Services

SIC 8748 – Business Consulting Services

Projections

1999 – 2006 Growth Rate:

Slower than average (13.3%)

Over the Next 24 Months

Many (50%) employers expect employment in this occupation to remain stable and many (50%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (69%) employers promote their employees to higher level positions such as: Senior Accountants, Accounting Managers, Controllers, and Partners.

Skills Important for Career Advancement

Technical expertise, problem solving, detail oriented, efficiency, organizational, and communication skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 19.7% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

1

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Accounting*

Computer Training Network
Programs: *Accounting Technician*

Cuesta College
Programs: *Accounting Technician*

H & R Block Tax Training School
Programs: *Taxation*

Opportunities Unlimited
Programs: *Accounting Technician*

San Luis Coastal Adult School
Programs: *Accounting Technician*

Specialized Technical Education Program School
Programs: *Accounting Technician*

Activity Directors

NON-OES 195.164-999

16 Firms Responded

36 Jobs Represented

Job Description

Activity Directors develop recreational, physical education, and cultural programs for various age groups. Organize and lead groups, such as senior citizens, children, and street gangs, in activities that meet interests of individual members. May demonstrate and instruct participants in activities, such as active sports, group dances and games, art, crafts, and dramatics. May organize current-events discussion groups, or conduct consumer problem surveys. May promote group work concept of enabling members to develop their own program activities. May keep records; and may recruit, train, and supervise paid staff and volunteers.

Common Job Titles

Recreation Coordinator, Recreation Supervisor, Activities Leader and Activities Director

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$15.34	\$9.54
New hires, experienced	\$5.75 – \$17.74	\$9.00
3+ years with firm	\$9.00 – \$20.14	\$10.87

Union Wages

	Range	Median
New hires, no experience	\$13.19 – \$13.19	\$13.19
New hires, experienced	\$14.00 – \$23.10	\$16.81
3+ years with firm	\$15.78 – \$25.77	\$20.43

Other forms of compensation paid by a few employers include bonuses and commission ranging from an additional \$1.15 to \$2.50 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	38%	0%	44%	0%
Dental Insurance:	38%	0%	38%	0%
Vision Insurance:	38%	0%	31%	0%
Life Insurance:	31%	0%	31%	0%
Paid Sick Leave:	63%	0%	13%	0%
Paid Vacation:	69%	0%	13%	0%
Retirement Plan:	25%	0%	44%	0%
Child Care:	0%	0%	13%	0%

Other benefits offered include an automotive mileage reimbursement.

Unionization

69% Non-Union

31% Union

Hours

Almost all (86%) employees in this occupation work full time – 39 hours/week while the part time employees work 21 hours/week.

Shifts

Almost all employees (94%) work the day shift, while a few employees work some weekends and swing shifts.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	44%
Associate Degree	19%
Bachelor Degree	31%
Graduate Study	6%

Job Required Training

Required	6%
Not Required	81%
Preferred	13%

Technical or vocational training preferred by few responding employers includes an average of 15 months in recreation, child development and CPR/first aid.

Training as a Substitute for Previous Work Experience

Yes	64%
No	36%

Experience Required

Required	56%
Not Required	13%
Preferred	31%

Most (92%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require six months to three years of previous work experience in a related field.

Skills Information

Ability to: delegate, organize, coordinate, work with people and provide counseling

Skills in: administration, communication, motivation and planning

New skills sought by a few employers were time management, crisis training, and bilingual language skills.

Computer software skills sought by responding employers include word processing (100%), spreadsheet (90%), database (80%), desktop publishing (40%), and Internet skills (10%).

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	81%
Employee Referrals	56%
In-House Promotion or Transfer	44%

Turnover

25%

Occupation Size

The information is not available for non-OES occupations

Employee Profile

67% Female

33% Male

Where the Jobs Are

SIC 8361 – Residential Care

SIC 8641 – Civic & Social Association

SIC 9130 – Local Government

Projections

Growth Rate: The information is not available for non-OES occupations

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	63%
Grew	37%

Source of Filled Vacancies:

Of the 17 positions filled in the past 12 months, 18% were hired to fill vacancies due to promotions, 35% were hired to fill vacated positions, 41% were hired to fill new positions, and 6% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (69%) stated that they expected employment in this occupation to remain stable, while nearly one-third (31%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (75%) promote their employees to higher-level Management positions.

Skills Important for Career Advancement

Communication, organization, interpersonal skills, professionalism, planning and delegation

State Outlook

The information is not available for non-OES occupations

Related DOT Codes

Unavailable

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Parks, Recreation and Leisure Studies*

Cuesta College

Programs: *Parks, Recreation and Leisure Studies*

Parks, Recreation and Leisure Facilities Management

Adjustment Clerks

OES 531230

19 Firms Responded
146 Jobs Represented

Job Description

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill.

Common Job Titles

Customer Service Representative or Associate
and Customer Service Supervisor

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$9.00	\$7.25
New hires, experienced	\$6.00 – \$11.00	\$7.50
3+ years with firm	\$6.50 – \$12.30	\$9.50

Other forms of compensation paid by a few employers include bonuses up to an additional \$5.00 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	16%	5%	63%	5%
Dental Insurance:	16%	5%	47%	5%
Vision Insurance:	16%	5%	37%	0%
Life Insurance:	42%	0%	16%	0%
Paid Sick Leave:	63%	16%	11%	0%
Paid Vacation:	68%	16%	5%	5%
Retirement Plan:	26%	5%	37%	0%
Child Care:	11%	0%	0%	0%

Other benefits offered include shareholder/profit sharing plans and free Internet access.

Unionization

100% Non-Union

Hours

Many (40%) employees in this occupation work full time – 39 hours/week while most employees (60%) work part time – 20 hours/week.

Shifts

Almost all employees (95%) work the day shift, some employees work a swing shift such as 1:30 p.m. to 9:00 p.m.

Employer Requirements

Minimum Level of Education Required

Less than High School	21%
High School or Equivalent	74%
Associate Degree	5%

Job Required Training

Required	5%
Not Required	90%
Preferred	5%

Technical or vocational training preferred by few responding employers includes an average of 5 months in technical support.

Training as a Substitute for Previous Work Experience

Yes	60%
No	40%

Experience Required

Required	16%
Not Required	21%
Preferred	63%

Almost all (92%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between 3 months and 2 years of previous work experience in a related field.

Skills Information

Skills in: customer service, communication, computer proficiency, and organization

Computer software skills sought by responding employers include word processing (69%), spreadsheet (62%), database (46%), desktop publishing (8%), and other skills such as Internet skills and company specific software.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced applicants and very difficult to find fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	59%
Employee Referrals	71%
Walk-In Applicants	59%

Turnover

102%

Occupation Size

Medium (130 – 170)

Employee Profile

80% Female
20% Male

Where the Jobs Are

SIC 5311 – Department Stores
SIC 5651 – Family Clothing Stores
SIC 5961 – Catalog & Mail Order Houses

Projections

Growth Rate: Much faster than average (30.8%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	79%
Grew	21%

Source of Filled Vacancies:

Of the 173 positions filled in the past 12 months, 18% were hired to fill vacancies due to promotions, 68% were hired to fill vacated positions, 13% were hired to fill new positions, and 1% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline over the next 24 months. Most employers (74%) stated that they expected employment in this occupation to remain stable, while some (26%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (74%) promote their employees to higher level positions such as Team Supervisor or Manager and into other areas such as Marketing, Sales, and Production.

Skills Important for Career Advancement

Ability to work with customers calmly, dependability, telephone skills, team building, computer skills, efficiency, and positive attitude

State Outlook

Between 1998 and 2008, this occupation is expected to grow 37.3% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers
Programs: General Office/Clerical and Typing Services

Computer Training Network
Programs: General Office/Clerical and Typing Services

Cuesta College
Programs: Marketing Operations/Marketing and Distribution, Other
Opportunities Unlimited
Programs: General Office/Clerical and Typing Services

Shoreline Occupational Services/Goodwill Industries
Programs: General Office/Clerical and Typing Services
General Retailing Operations
General Selling Skills and Sales Operations

Specialized Technical Education Program School
Programs: General Office/Clerical and Typing Services

Administrative Assistants

Non OES 169167997

15 Firms Responded
60 Jobs Represented

Job Description

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as: personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, work flow, record keeping systems, forms control, office layout, or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems, and answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

Common Job Titles

Administrative Assistants, Administrative Secretaries, Administrative Analysts, and Executive Assistants

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$10.00 – \$14.56	\$12.02
New hires, experienced	\$10.00 – \$15.00	\$11.00*
3+ years with firm	\$11.50 – \$17.00	\$14.50

Union Wages

	Range	Median
New hires, no experience	\$16.94 – \$16.94	\$16.94
New hires, experienced	\$15.00* – \$18.64	\$16.64*
3+ years with firm	\$15.79* – \$19.77	\$18.23

*Out of pattern wages can occur when employers do not hire employees in all experience levels.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	47%	0%	53%	7%
Dental Insurance:	67%	7%	27%	0%
Vision Insurance:	53%	7%	27%	0%
Life Insurance:	67%	7%	13%	0%
Sick Leave:	93%	7%	0%	0%
Vacation:	100%	7%	0%	0%
Retirement Plan:	40%	0%	53%	7%
Child Care:	7%	0%	0%	0%

Unionization

67% Non-Union

Hours

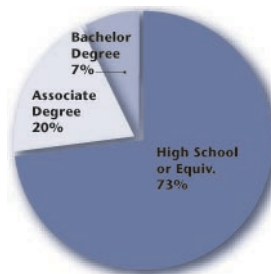
Almost all (98%) employees in this occupation work full time – 40 hours/week and a few employees work part time – 30 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	60%
Not Required	7%
Preferred	33%

Almost all responding employers require or prefer an average of 26 months of prior work experience. Most (62%) responding employers accept experience in other customer service, finance, clerical, or office related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	57%
No	43%

Technical or Vocational Training

Required	7%
Not Required	93%
Preferred	0%

A few responding employers require an average of 6 months of Microsoft Office training.

Skills Information

Skills in: office management, report writing, and oral communication; Ability to: write effectively, conduct performance appraisals, work independently, and willingness to work under close supervision

New skills sought by some employers were the use of a multi-line phone and accounting skills.

Administrative Assistants

Researched in 2002

Computer software skills were sought by all employers in word processing programs, almost all employers sought skills in spreadsheet and database programs, many employers sought skills in desktop publishing programs, and a few employers sought skills in Microsoft PowerPoint and various E-mail programs.

Employment Trends

Supply & Demand Assessment

Many (40%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (60%) employers found hiring experienced qualified applicants not difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	87%
Grew	13%

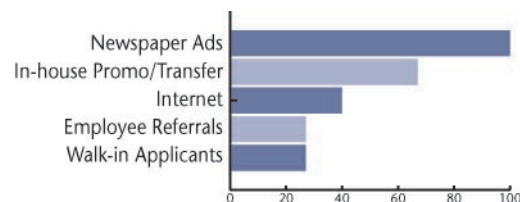
Sources of Filled Vacancies

Of the 16 positions filled in the last 12 months, 69% were hired to fill vacated positions, 19% were hired vacated positions due to promotions, and 13% were hired to fill new positions.

Turnover

24%

The five recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available for non-OES occupations.

Employee Profile

97% Female
3% Male

Where the Jobs Are

SIC 6531 – Real Estate Agents and Managers
SIC 8222 – Junior Colleges and Technical Institutes
SIC 8711 – Engineering Services
SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate: This information is not available for non-OES occupations.

Over the Next 24 Months

Most (73%) employers expect employment in this occupation to remain stable, while some (27%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (67%) employers promote their employees to higher level positions, such as: Bookkeepers, Account Managers, and Fiscal Assistants.

Skills Important for Career Advancement

Oral and written communication, analytical, supervisory, and detail oriented skills

State Outlook

This information is not available for non-OES occupations

Related DOT Codes

Unavailable

California Occupational Guide Number

128

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Business Administration and Management, General Business Operations Support and Secretarial Services, Other*

California Polytechnic State University

Programs: *Business Administration and Management, General*

California Polytechnic State University, Extended Studies

Programs: *Business Administration and Management, General*

Colombia College

Programs: *Business Administration and Management, General*

Cuesta College

Programs: *Administrative Assistant and Secretarial Service, General Business Administration and Management, General*

Professional Career Training Institute

Programs: *Administrative Assistant and Secretarial Science, General*

University of LaVerne

Programs: *Business Administration and Management, General*

Administrative Services Managers

OES 130140

15 Firms Responded
109 Jobs Represented

Job Description

Administrative Services Managers plan, organize, direct, control, or coordinate the supportive services department of businesses, agencies, and organizations. Typical Administrative Services Managers are Program Managers and Contract Administrators. This category does not include Procurement Managers or Managers who spend less than 80% of their time in administrative services.

Common Job Titles

Administrator, Administrative Services Officer, Director, or Manager

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$11.51 – \$19.95	\$16.06
New hires, experienced	\$7.48 – \$24.93	\$17.26
3+ years with firm	\$13.00 – \$33.70	\$20.00

Other forms of compensation paid by a few employers include bonuses and mileage for auto allowance ranging from an additional \$1.44 to \$8.37 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	73%	7%	20%	0%
Dental Insurance:	47%	7%	20%	0%
Vision Insurance:	40%	0%	13%	0%
Life Insurance:	60%	0%	13%	0%
Paid Sick Leave:	87%	0%	0%	0%
Paid Vacation:	87%	0%	0%	0%
Retirement Plan:	13%	7%	53%	0%
Child Care:	7%	0%	7%	0%

Unionization

100% Non-Union

Hours

Almost all employees in this occupation work full time – 46 hours/week while the part time employees work 20 hours/week.

Shifts

All employees (100%) work the day shift, and a few have the option of flextime.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	33%
Associate Degree	20%
Bachelor Degree	47%

Job Required Training

Required	20%
Not Required	60%
Preferred	20%

Technical or vocational training preferred by 47% of responding employers includes an average of 19 months in health care, administrative courses, telecommunications, management and computers.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Experience Required

Required	73%
Not Required	7%
Preferred	20%

Most (71%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience typically require between one to four years of previous work experience in a related field.

Skills Information

Skills in: customer service, communication, analytical skills, marketing skills, and computer skills

New skills sought by a few employers were Internet skills.

Computer software skills sought by responding employers include word processing (100%), spreadsheet (87%), database (67%), desktop publishing (13%), and other software programs such as the Microsoft Explorer, Netscape, Microsoft Outlook, Visio, and Quickbooks Pro.

Administrative Services Managers

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	87%
Employee Referrals	40%
In-House Promotion or Transfer	53%

Turnover

9%

Occupation Size

Medium (170)

Employee Profile

55% Female

45% Male

Where the Jobs Are

SIC 8062 – General Medical & Surgical Hospitals

SIC 8221 – Colleges, Universities & Professional Schools

Projections

Growth Rate: Remain Stable (0%)

In the last 12 months, percentage of firms whose employment:

Declined	7%
Remained Stable	73%
Grew	20%

Source of Filled Vacancies:

Of the 13 positions filled in the past 12 months, 23% were hired to fill positions left vacant due to promotions, 54% were hired to fill vacated positions, and 23% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Almost all employers (93%) stated that they expected employment in this occupation to remain stable, while a few expect employment to grow.

Other Relevant Information

Career Track

Many employers (47%) promote their employees to higher level positions such as Administration or Executive positions.

Skills Important for Career Advancement

Leadership, management skills, public relations, business, marketing, customer service, computer, analytical skills and building community partners

State Outlook

Between 1998 and 2008, this occupation is expected to grow 24.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Business Administration and Management, Other*

California Polytechnic State University

Programs: *Business Administration and Management, General Marketing Management and Research, Other Public Administration*

California Polytechnic State University, Extended Studies

Programs: *Business Management and Administrative Services, Other Marketing Management and Research, Other*

Cuesta College

Programs: *Business Administration and Management, General Management Science*

University of La Verne

Programs: *Business Administration and Management, General*

Amusement and Recreation Attendants

OES 680140

16 Firms Responded
296 Jobs Represented

Job Description

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

Common Job Titles

Recreation Assistant, Deck/Dock Hands, Boat Rental/Handler, Pro-Shop Attendant, Golf Caddy, and Clerk

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$7.00	\$6.00
New hires, experienced	\$5.75 – \$8.00	\$6.63
3+ years with firm	\$6.00 – \$10.00	\$8.00

Other forms of compensation include tips ranging from an additional \$.62 to \$25.00 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	31%	0%	13%	0%
Dental Insurance:	13%	0%	0%	0%
Vision Insurance:	6%	0%	0%	0%
Life Insurance:	6%	0%	0%	0%
Paid Sick Leave:	13%	0%	6%	0%
Paid Vacation:	44%	0%	0%	0%
Retirement Plan:	13%	0%	0%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

Few employees (17%) in this occupation work full-time – 40 hours/week while many employees are part time or on-call working 20 hours/week. Some employees (36%) are temporary and work 40 hours.

Shifts

Almost all employees (94%) work the day shift, while some employees also work some evenings, early mornings, weekends and overnight shifts.

Employer Requirements

Minimum Level of Education Required

Less than High School	44%
High School or Equivalent	50%
Associate Degree	6%

Job Required Training

Required	6%
Not Required	81%
Preferred	13%

Technical or vocational training preferred by few responding employers includes an average of 5 months in general vocational training and computer skills.

Training as a Substitute for Previous Work Experience

Yes	60%
No	40%

Experience Required

Required	12%
Not Required	38%
Preferred	50%

Most (89%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three months to one year of previous work experience in a related field.

Skills Information

Skills in: working with people, communication, and the ability to multi-task

New skills sought by a few employers were time management, scheduling, and customer service.

Computer software skills sought by responding employers include word processing (83%), spreadsheet (17%), database (17%), desktop publishing (33%), and other types of software such as programs used for inventory management.

Amusement and Recreation Attendants

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is not difficult to find fully experienced qualified applicants while it is moderately difficult to find inexperienced applicants.

The three recruitment strategies most successfully used by employers include:

Walk-In Applicants	75%
Employee Referrals	63%
Newspaper Ads	69%

Turnover

8%

Occupation Size

Small (90 – 130)

Employee Profile

53% Female
47% Male

Where the Jobs Are

SIC 7992 – Public Golf Courses
SIC 7997 – Membership Sports and Recreation Clubs
SIC 7999 – Amusement and Recreation Services

Projections

Growth Rate: Much Faster than Average (44.4%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	50%
Grew	50%

Source of Filled Vacancies:

Of the 136 positions filled in the past 12 months, 2% were hired to fill vacancies due to promotions, 16% were hired to fill vacated positions, 16% were hired to fill new positions, and 65% were hired to fill temporary/seasonal positions.

Next 24 Months:

A few employers expect this occupation to decline in the next 24 months. Many of the employers (56%) stated that they expected employment in this occupation to remain stable, while some employers (38%) expect employment to grow.

Other Relevant Information

Career Track

Half of the employers (50%) promote their employees to higher-level Management positions.

Skills Important for Career Advancement

Communication, organization, management and delegation

State Outlook

Between 1998 and 2008, this occupation is expected to grow 26.5% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Automotive Mechanics

OES 853020

16 Firms Responded
115 Jobs Represented

Job Description

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as: Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Please do not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

Common Job Titles

Automotive Technicians, Service Technicians, and Technicians

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.25 – \$10.00	\$8.37
New hires, experienced	\$12.50 – \$24.00	\$17.75
3+ years with firm	\$17.50 – \$28.77	\$21.00

Other forms of compensation paid by a few employers include bonuses and commissions ranging from an additional \$0.29 to \$3.75 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	44%	0%	38%	6%
Dental Insurance:	13%	0%	19%	6%
Vision Insurance:	0%	0%	19%	0%
Life Insurance:	19%	0%	13%	0%
Sick Leave:	25%	0%	13%	0%
Vacation:	81%	0%	13%	0%
Retirement Plan:	25%	0%	25%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

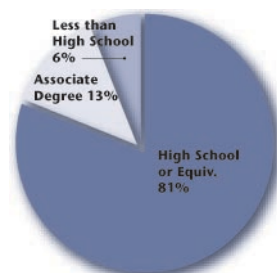
Almost all (94%) employees in this occupation work full time – 41 hours/week and a few employees work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	0%
Preferred	37%

All responding employers require or prefer an average of 28 months of prior work experience. Many (40%) responding employers accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

Technical or Vocational Training

Required	44%
Not Required	25%
Preferred	31%

Most responding employers require or prefer an average of 18 months of automotive technical training.

Skills Information

Skills in: repairing vehicles and arc and gas welding; Ability to: implement safe work practices, tune up engines, and work independently; Certificates: Smog Control Mechanic, Automotive Service Excellence (ASE), and Brake Check; Other: possession of a valid driver's license and good DMV record

New skills sought by a few employers were the ability to operate computer and electronic automotive diagnostic equipment.

Computer software skills were sought by many employers in basic computer programs, some employers sought skills in word processing programs, and a few employers sought skills in spreadsheet and database programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be very difficult. Most (63%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	9%
Remained Stable	50%
Grew	41%

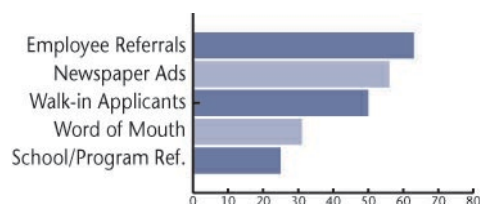
Sources of Filled Vacancies

Of the 22 positions filled in the last 12 months, 59% were hired to fill vacated positions, 32% were hired to fill new positions, and 9% were hired to fill vacated positions due to promotions.

Turnover

14%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (620 – 730)

Employee Profile

100% Male
0% Female

Where the Jobs Are

SIC 5511 – Motor Vehicle Dealers (New and Used)
SIC 5541 – Gasoline Service Stations
SIC 7538 – General Automotive Repair Shops

Projections

1999 – 2006 Growth Rate:
Average (17.7%)

Over the Next 24 Months

Most (69%) employers expect employment in this occupation to grow while some (31%) employers expect employment in this occupation to remain stable.

Other Relevant Information

Promotional Opportunities

Most (69%) employers promote their employees to higher level positions, such as: Lead Technicians, Service Advisors, and Service Managers.

Skills Important for Career Advancement

Management, diagnostic, electronic, communication, and customer service skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 21.7% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

24

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College

Programs: *Automobile/Automotive Mechanics Technology/Technician*
Automotive Engineering Technology/Technician

Bill and Account Collectors

OES 535080

19 Firms Responded
99 Jobs Represented

Job Description

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. This category does not include collectors of money from coin boxes.

Common Job Titles

Patient Account Representative, Collection Officer/Clerk, Patient Account Representative and Account Collector/Representative

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.50 – \$10.00	\$8.00
New hires, experienced	\$6.50 – \$11.00	\$9.00
3+ years with firm	\$7.25 – \$17.26	\$10.50

Other forms of compensation paid by a few employers include commission and bonuses ranging from an additional \$1.15 to \$4.60 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	26%	5%	42%	11%
Dental Insurance:	11%	0%	26%	16%
Vision Insurance:	11%	5%	21%	11%
Life Insurance:	37%	11%	5%	5%
Paid Sick Leave:	58%	21%	0%	0%
Paid Vacation:	68%	21%	0%	0%
Retirement Plan:	37%	0%	11%	11%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

Most (77%) employees in this occupation work full time – 40 hours/week while a few of the employees are part time and work 24 hours/week.

A few employees also work as temporary on-call employees – 30 hours/week.

Shifts

All employees (100%) work the day shift, while a few employees work additional week-ends or evenings.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	95%
Associate Degree	5%

Job Required Training

Required	5%
Not Required	90%
Preferred	5%

Technical or vocational training preferred by few responding employers includes an average of 5 months in collections, bookkeeping, and accounting.

Training as a Substitute for Previous Work Experience

Yes	59%
No	41%

Experience Required

Required	42%
Not Required	11%
Preferred	47%

Most (75%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require six months to one year of previous work experience in a related field.

Skills Information

Skills in: accounts receivable, product knowledge, team skills, computer proficiency, accuracy, phone skills, and ability not to take verbal abuse personally

New skills: bilingual language skills, collection laws and regulations, accounting, insurance, and advanced computer skills

Computer software skills sought by responding employers include word processing (87%),

spreadsheet (53%), database (20%), and other skills using the Internet and company specific software.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	95%
Employee Referrals	53%
In-House Promotion or Transfer	63%

Turnover

22%

Occupation Size

Medium (130 – 160)

Employee Profile

88% Female
12% Male

Where the Jobs Are

SIC 6061 – Credit Unions
SIC 7322 – Adjustment and Collection Services
SIC 8062 – General Medical and Surgical Hospitals

Projections

Growth Rate: Much faster than average (23.1%)

In the last 12 months, percentage of firms whose employment:

Declined	5%
Remained Stable	42%
Grew	53%

Next 24 Months:

Employment in this occupation is not expected to decline over the next two years. Most employers (74%) stated that they expected employment in this occupation to remain stable, while some (26%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (74%) promote their employees to higher level positions such as Supervisors, Managers, and Accounts Payable.

Skills Important for Career Advancement

Focus, professionalism, tenacity, performance, reliability, initiative, phone skills, attention to detail, and good work habits

State Outlook

Between 1998 and 2008, this occupation is expected to grow 42.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Computer Training Network
Programs: *Accounting Technician*
Cuesta College
Programs: *Accounting Technician*
Opportunities Unlimited
Programs: *Accounting Technician*

San Luis Coastal Adult School
Programs: *Accounting Technician*
Specialized Technical Education Program School
Programs: *Accounting Technician*

Child Care Workers

OES 680380

17 Firms Responded
366 Jobs Represented

Job Description

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. This occupation does not include workers whose primary function is to teach in a structured setting.

Common Job Titles

Child Care Workers, Aides, Residential Instructors, and In-Home Counselors

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.25 – \$7.50	\$7.00
New hires, experienced	\$6.25 – \$10.00	\$8.00
3+ years with firm	\$6.75 – \$14.50	\$10.00

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	24%	0%	24%	12%
Dental Insurance:	18%	0%	12%	6%
Vision Insurance:	12%	0%	18%	6%
Life Insurance:	12%	0%	6%	6%
Paid Sick Leave:	53%	29%	0%	0%
Paid Vacation:	47%	35%	0%	0%
Retirement Plan:	6%	6%	12%	12%
Child Care:	18%	12%	6%	6%

Other benefits offered include paid child development coursework and paid Holidays.

Unionization

100% Non-Union

Hours

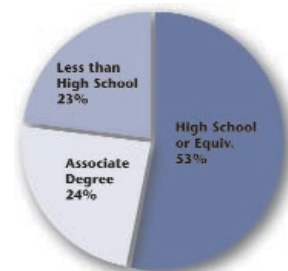
Many (43%) employees in this occupation work full time – 40 hours/week, many (40%) work part time – 22 hours/week, a few work seasonally – 28 hours/week, and a few work temporary – 21 hours/week.

Shifts

Almost all (88%) responding employers offer day shifts, some offer split shifts, and a few offer swing and graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	47%
Not Required	29%
Preferred	24%

Most responding employers require or prefer an average of 11 months of prior work experience. Most (67%) responding employers accept experience in other child-related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

Technical or Vocational Training

Required	41%
Not Required	59%
Preferred	0%

Many responding employers require an average of 5 months of Early Childhood Education (ECE) coursework, Cardiopulmonary Resuscitation (CPR), or First Aid training.

Skills Information

Skills in: oral reading, early childhood development, and understanding a variety of cultures; Ability to: handle crisis situations, administer emergency First Aid, and exercise patience

Computer software skills were sought by some employers in word processing programs and a few employers sought skills in spreadsheet, database, and desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Many (54%) employers found hiring inexperienced qualified applicants to be very difficult. Many (46%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	41%
Grew	59%

Sources of Filled Vacancies

Of the 171 positions filled in the last 12 months, 40% were hired to fill vacated positions, 34% were hired to fill new positions, 15% were hired to fill vacated positions due to promotions, and 11% were hired to fill temporary positions.

Turnover

31%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	65%
Colleges/Universities	53%
Employee Referrals	47%

Occupation Size

Large (366*)

*Adjusted based on actual 2001 sample size (Jobs Represented)

Employee Profile

81% Female

19% Male

Where the Jobs Are

SIC 8211 – Elementary and Secondary School

SIC 8351 – Child Day Care Services

SIC 8361 – Residential Care

SIC 8641 – Civic, Social, and Fraternal Associations

Projections

1999 – 2006 Growth Rate:

Much faster than average (26.7%)

Over the Next 24 Months

Most (63%) employers expect employment in this occupation to remain stable while some (37%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (82%) employers promote their employees to higher level positions, such as: Instructors, Head Instructors, Program Managers, and Center Supervisors.

Skills Important for Career Advancement

Work well with children, organization, continued education, and initiative skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 34.2% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

505

Training Providers (Refer to Appendix E for Contact Information)

Atlas Child Care Careers

Programs: *Child Care and Support Services Management*
Child Care Provider/Assistant
Child Development
Multicultural Education

California Polytechnic State University

Programs: *Child Development, Care and Guidance*
Pre-Elementary/Early Childhood/Kindergarten
Teacher Education

Cuesta College

Programs: *Child Care and Guidance Workers and Managers, General*
Child Development, Care and Guidance

Montessori World Educational Institute

Programs: *Pre-Elementary/Early Childhood/Kindergarten*
Teacher Education

San Luis Coastal Adult School

Programs: *Birth and Parenting Knowledge and Skills*

Civil Engineers

OES 221210

16 Firms Responded
76 Jobs Represented

Job Description

Civil Engineers perform a variety of engineering work in planning, designing, and overseeing construction and maintenance of structures and facilities, such as roads, railroads, airports, bridges, harbors, channels, dams, irrigation projects, pipelines, power plants, water and sewage systems, and waste disposal units. This occupation includes Traffic Engineers who specialize in studying vehicular and pedestrian traffic conditions.

Common Job Titles

Civil Engineers, Associate Engineers, Staff Engineers, and Engineers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$15.34 – \$19.18	\$17.74
New hires, experienced	\$20.00 – \$28.77	\$21.58
3+ years with firm	\$14.50*– \$31.86	\$25.95

Other forms of compensation paid by some employers include bonuses ranging from an additional \$0.14 to \$2.40 per hour.

*Out of pattern wages can occur when employers do not hire employees in all experience levels.

Union Wages

	Range	Median
New hires, no experience	Insufficient Data	
New hires, experienced	\$21.68 – \$29.53	\$24.95
3+ years with firm	\$23.91 – \$35.90	\$26.86

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	75%	0%	25%	0%
Dental Insurance:	63%	0%	19%	0%
Vision Insurance:	44%	0%	19%	0%
Life Insurance:	69%	0%	13%	0%
Paid Sick Leave:	100%	6%	0%	0%
Paid Vacation:	100%	6%	0%	0%
Retirement Plan:	69%	0%	13%	0%
Child Care:	0%	0%	0%	0%

Unionization

75% Non-Union

Hours

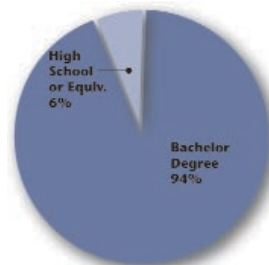
Almost all (96%) employees in this occupation work full time – 40 hours/week, and a few employees work part time – 27 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	75%
Not Required	6%
Preferred	19%

Almost all responding employers require or prefer an average of 34 months of prior work experience. Some (36%) responding employers accept experience in other occupations, such as Environmental Engineers, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	27%
No	73%

Technical or Vocational Training

Required	50%
Not Required	50%
Preferred	0%

Many responding employers require an average of 32 months of civil engineering or drafting (AutoCAD) training.

Skills Information

Skills in: surveying, cost estimating, organizational, and analytical skills; Ability to: perform advanced mathematical computations, travel, and work overtime; Licenses: Civil Engineer

New skills sought by a few employers were sales, marketing, and project management.

Computer software skills were sought by almost all employers in word processing and spreadsheet programs, many employers sought skills in computer aided design (CAD) and database programs.

Employment Trends

Supply & Demand Assessment

A few (18%) employers found hiring inexperienced qualified applicants to be moderately difficult. Almost all (82%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	12%
Remained Stable	69%
Grew	19%

Sources of Filled Vacancies

Of the 11 positions filled in the last 12 months, 64% were hired to fill vacated positions, 27% were hired to fill new positions, and 9% were hired to fill vacated positions due to promotions.

Turnover

11%

The five recruitment strategies most successfully used by employers include:

Newspaper Ads	75%
Colleges/Universities	31%
Employee Referrals	31%
Internet	31%
Trade Journals	31%

Occupation Size

Medium (270 – 310)

Employee Profile

89% Male

11% Female

Where the Jobs Are

SIC 1611 – Highway and Street Construction

SIC 8711 – Engineering Services

SIC 8748 – Business Consulting Services

SIC 9020 – State Government, Excluding Hospital and Education

SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:

Average (14.8%)

Over the Next 24 Months

Many (56%) employers expect employment in this occupation to remain stable, some (38%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (81%) employers promote their employees to higher level positions, such as: Senior Civil Engineers, Principal Engineers, and City Engineers.

Skills Important for Career Advancement

Written and oral communication, understanding engineering principles, project management, continued education, and managerial skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 19.8% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

39

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: Architectural Engineering

Civil Engineering, General

Engineering Science

Engineering/Industrial Management

Engineering-Related Technology/Technician, General

Environmental/Environmental Health Engineering

Transportation and Highway Engineering

Water Resources Engineering

Cuesta College

Programs: Architectural Engineering Technology/Technician

Engineering Science

Engineering, General

Combined Food Preparation and Service Workers

OES 650410

18 Firms Responded
326 Jobs Represented

Job Description

Combined Food Preparation and Service Workers do both food preparation and food service; does not include workers who spend more than 80 percent of their time in only one of these two areas.

Common Job Titles

Food Preparers, Kitchen Preparers, Preparation Cooks, and Servers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.25 – \$7.50	\$6.25
New hires, experienced	\$6.25 – \$8.50	\$7.13
3+ years with firm	\$6.25 – \$11.00	\$8.63

Other forms of compensation paid by some employers include tips ranging from an additional \$1.50 to \$29.35 per hour depending on work schedule.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	11%	0%	17%	6%
Dental Insurance:	6%	0%	17%	0%
Vision Insurance:	0%	0%	17%	0%
Life Insurance:	6%	0%	6%	6%
Paid Sick Leave:	17%	0%	0%	0%
Paid Vacation:	33%	11%	0%	0%
Retirement Plan:	6%	0%	0%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

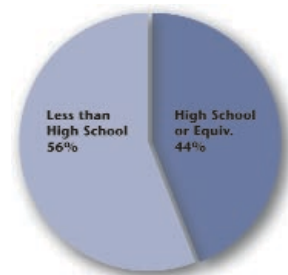
Most (79%) employees in this occupation work part time – 22 hours/week, some (20%) work full time – 38 hours/week, and a few work temporary – 3 hours/week.

Shifts

All (100%) responding employers offer day shifts, most offer swing shifts, and some offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	17%
Not Required	50%
Preferred	33%

Many responding employers require or prefer an average of 13 months of prior work experience. Almost all (83%) responding employers accept experience in other occupations, such as Cashiers, Caterers, or any restaurant-related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	56%
No	44%

Technical or Vocational Training

Required	0%
Not Required	89%
Preferred	11%

A few responding employers prefer an average of 2 months of food service training.

Skills Information

Skills in: short-order cooking, cash register operation, and public contact; Ability to: stand continuously for two or more hours and work at a quick pace

Computer software skills were sought by a few employers in word processing and point-of-sale programs.

Combined Food Preparation and Service Workers

Researched in 2001

Employment Trends

Supply & Demand Assessment

Most (78%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (22%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	50%
Grew	44%

Sources of Filled Vacancies

Of the 153 positions filled in the last 12 months, 79% were hired to fill vacated positions, 10% were hired to fill new positions, 8% were hired to fill vacated positions due to promotions, and 3% were hired to fill temporary positions.

Turnover

43%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	72%
Walk-in Applicants	72%
Newspaper Ads	44%

Occupation Size

Very Large (1,410 – 1,470)

Employee Profile

62% Female
38% Male

Where the Jobs Are

SIC 5812 – Eating and Drinking Places

Projections

1999 – 2006 Growth Rate:
Slower than average (4.3%)

Over the Next 24 Months

Many (50%) employers expect employment in this occupation to remain stable and many (50%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (89%) employers promote their employees to higher level positions, such as: Shift Leaders, Chefs, Kitchen Managers, Assistant Managers, Managers, and General Managers.

Skills Important for Career Advancement

Leadership, customer service, dependability, communication, multi-tasking, bookkeeping, and management skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 16.4% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Food Sciences and Technology*
Foods and Nutrition Studies, General
Nutritional Sciences

Cuesta College
Programs: *Food Sciences and Technology*
Nutritional Sciences

California Polytechnic State University, Extended Studies
Programs: *Culinary Arts and Related Services, Other*



Computer Aided Design (CAD) Technicians

Non-OES 003362999

17 Firms Responded
64 Jobs Represented

Job Description

Computer Aided Design (CAD) Technicians operate computer-aided design systems and peripheral equipment to draft and modify drawings from rough or detailed sketches or notes to specified dimensions for manufacturing, construction, engineering, or other purposes. They utilize knowledge of various CAD programs, machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

Common Job Titles

CAD Technicians, CAD Drafters, Engineering Technicians, and Associate Engineers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.00 – \$12.00	\$8.50
New hires, experienced	\$10.00 – \$17.00	\$13.50
3+ years with firm	\$12.00 – \$22.00	\$17.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.14 to \$0.72 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	71%	6%	12%	0%
Dental Insurance:	18%	0%	6%	0%
Vision Insurance:	18%	0%	6%	0%
Life Insurance:	41%	0%	0%	0%
Paid Sick Leave:	88%	6%	0%	0%
Paid Vacation:	94%	6%	0%	0%
Retirement Plan:	59%	0%	18%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include cafeteria plans.

Unionization

100% Non-Union

Hours

Most (77%) employees in this occupation work full time – 41 hours/week, some work part time –

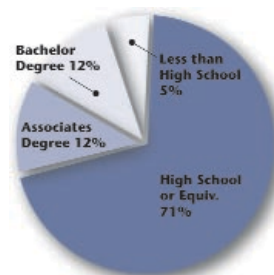
21 hours/week, and a few work temporary – 24 hours/week.

Shifts

Almost all (94%) responding employers offer day shifts and a few responding employers offer swing and flexible shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	35%
Not Required	0%
Preferred	65%

All responding employers require or prefer an average of 14 months of prior work experience. Many (47%) responding employers accept experience in other occupations, such as construction or architecture related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	76%
No	24%

Technical or Vocational Training

Required	41%
Not Required	18%
Preferred	41%

Almost all responding employers require or prefer an average of 12 months of AutoCAD, drafting, or architecture training.

Computer Aided Design (CAD) Technicians

Researched in 2001

Skills Information

Skills in: drafting, mechanical drawing, trigonometry, and knowledge of construction terms; Ability to: read blueprints/working drawings, interpret data, and concentrate for long periods of time

Computer software skills were sought by almost all employers in drafting (AutoCAD) programs, many employers sought skills in word processing and spreadsheet programs, and a few employers sought skills in database and desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Many (47%) employers found hiring inexperienced qualified applicants to be moderately difficult. Many (53%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	41%
Grew	59%

Sources of Filled Vacancies

Of the 32 positions filled in the last 12 months, 59% were hired to fill new positions, 25% were hired to fill temporary positions, and 16% were hired to fill vacated positions.

Turnover

11%

The three recruitment strategies most successfully used by employers include:

Colleges/Universities	76%
Employee Referrals	71%
Newspaper Ads	59%

Occupation Size

This information is not available for non-OES occupations.

Employee Profile

75% Male

25% Female

Where the Jobs Are

SIC 8711 – Engineering Services

SIC 8712 – Architectural Services

SIC 8748 – Business Consulting Services

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months

Many (59%) employers expect employment in this occupation to grow and many (41%) employers expect employment in this occupation to remain stable.

Other Relevant Information

Promotional Opportunities

Almost all (88%) employers promote their employees to higher level positions, such as: Project Managers, Designers, Associate Engineers, and Senior Engineers.

Skills Important for Career Advancement

Knowledge of construction methods, accuracy, efficiency, communication, architecture design, and project management skills

State Outlook

This information is not available for non-OES occupations.

Related DOT Codes

See Appendix A

California Occupational Guide Number

338

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Architectural Engineering*

Architecture

Computer Sciences

Design and Applied Arts, Other

Graphic Design, Commercial Art and Illustration

Cuesta College

Programs: *Architectural Engineering Technology/Technician*

Architecture and Related Programs, Other

Drafting, General

MacTeacher

Programs: *Drafting, General*

Computer Engineers

OES 221270

16 Firms Responded
74 Jobs Represented

Job Description

Computer Engineers analyze data processing requirements to plan Electronic Data Processing systems to provide system capabilities required for projected workloads. They plan layout and installation of new systems or modification of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems.

Common Job Titles

Computer Engineers, Software Engineers, Network Engineers, and Programmers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$11.99 – \$23.97	\$14.67
New hires, experienced	\$14.38 – \$24.51	\$18.80
3+ years with firm	\$20.50 – \$30.00	\$24.49

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	50%	0%	38%	6%
Dental Insurance:	31%	0%	38%	6%
Vision Insurance:	19%	0%	25%	0%
Life Insurance:	31%	0%	0%	0%
Sick Leave:	81%	0%	0%	0%
Vacation:	94%	6%	0%	0%
Retirement Plan:	25%	0%	25%	6%
Child Care:	0%	0%	6%	0%

Unionization

100% Non-Union

Hours

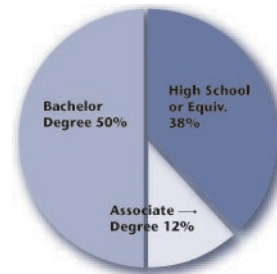
Almost all (88%) employees in this occupation work full time – 43 hours/week and a few employees work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts and some responding employers offer shifts determined on an as-needed basis.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	25%
Preferred	12%

Most responding employers require or prefer an average of 23 months of prior work experience. Many (55%) responding employers accept experience in other occupations, such as: Computer Repair Technicians or Network Technicians, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	42%
No	58%

Technical or Vocational Training

Required	25%
Not Required	63%
Preferred	12%

Some responding employers require or prefer an average of 24 months of Microsoft Certified Systems Engineer (MCSE) or Cisco Certified Network Associate (CCNA) training.

Skills Information

Skills in: willingness to work nights, weekends, and holidays and work with close supervision; Ability to: work part as of a team, write documentation of computer procedures, write detailed technical instructions, analyze data to solve problems, perform advanced mathematical computations, and demonstrate knowledge of specific products

New skills sought by many employers were communication, willingness to continue education, Linux, and Cryptography.

Computer Engineers

Researched in 2002

Computer software skills were sought by almost all employers in programming languages such as: JAVA, C++, SQL, and Flash and operating systems such as: Microsoft, Cisco, and Unix; many employers sought skills in database programs, and some employers sought skills in word processing and spreadsheet programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (63%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	13%
Remained Stable	56%
Grew	31%

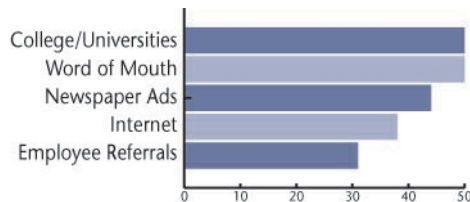
Sources of Filled Vacancies

Of the 14 positions filled in the last 12 months, 43% were hired to fill vacated positions, 43% were hired to fill new positions, and 14% were hired to fill vacated positions due to promotions.

Turnover

12%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Small (120 - 170)

Employee Profile

82% Male

18% Female

Where the Jobs Are

SIC 7371 - Computer Programming Services

SIC 7372 - Prepackaged Software

SIC 7379 - Computer Related Services, Not
Elsewhere Classified

SIC 8062 - General Medical and Surgical Hospitals

Projections

1999 - 2006 Growth Rate:

Much faster than average (41.7%)

Over the Next 24 Months

Most (75%) employers expect employment in this occupation to grow, a few (19%) employers expect employment in this occupation to remain stable, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Senior Computer Engineers, Senior Software Engineers, Project Managers, and System Administrators.

Skills Important for Career Advancement

Leadership, management, communication, organization, ability to work independently, computer technical expertise, and interpersonal skills

State Outlook

Between 1998 - 2008, this occupation is expected to grow 76.4% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

488

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: Computer Engineering, General

California Polytechnic State University, Extended Studies
Programs: Information Science/Studies

Computer Training Network

Programs: Computer Hardware Engineering

Cuesta College

Programs: Computer Engineering, General

Computer Network Administrators and Managers

Non-OES 031262999

16 Firms Responded
17 Jobs Represented

Job Description

Computer Network Administrators and Managers direct and oversee a firm's computer network and its related computing environments, including hardware, software, and all configurations. The network may be a Local Area Network (LAN) or a Wide Area Network (WAN) or both. They may make recommendations or make decisions regarding the purchase of equipment and report the fiscal impact to other company managers. They often plan and track projects, write proposals, and troubleshoot both operating system software and hardware. They often manage a team consisting of analysts and technicians, although in smaller companies they may work independently.

Common Job Titles

Computer Network Administrators, Information Systems Managers, and Directors of Information Technology

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$10.96 – \$32.00	\$22.54
3+ years with firm	\$16.44 – \$37.40	\$25.17

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$14.00 – \$20.45	\$17.78
3+ years with firm	\$15.00 – \$24.86	\$19.82

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	44%	0%	50%	0%
Dental Insurance:	50%	0%	44%	0%
Vision Insurance:	50%	0%	44%	0%
Life Insurance:	50%	0%	19%	0%
Paid Sick Leave:	94%	0%	0%	0%
Paid Vacation:	100%	0%	0%	0%
Retirement Plan:	44%	0%	44%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include administrative leave and employee ownership programs.

Unionization

75% Non-Union

Hours

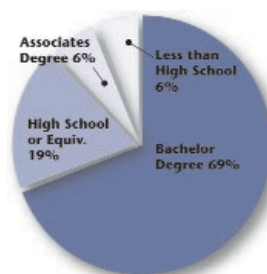
All (100%) employees in this occupation work full time – 41 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer shifts determined on an as-needed basis.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	94%
Not Required	6%
Preferred	0%

Almost all responding employers require an average of 41 months of prior work experience. Some (31%) responding employers accept experience in other computer related occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	40%
No	60%

Technical or Vocational Training

Required	56%
Not Required	38%
Preferred	6%

Most responding employers require or prefer an average of 32 months of computer networking, computer science, or management information systems training.

Skills Information

Skills in: supervising and understanding local area and wide area networks; Ability to: use operating manuals, analyze data to solve problems, and communicate technical information to non-technical staff

Computer Network Administrators and Managers

Researched in 2001

New skills sought by some employers were router configuration, budget drafting, and willingness to continue education.

Computer software skills were sought by almost all employers in word processing, spreadsheet, and database programs and most employers sought skills in operating systems (Microsoft Windows NT and UNIX), desktop publishing, and network routing programs (Novell).

Employment Trends

Supply & Demand Assessment

A few (5%) employers found hiring inexperienced qualified applicants to be very difficult. Almost all (95%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	81%
Grew	19%

Sources of Filled Vacancies

Of the 3 positions filled in the last 12 months, 100% were hired to fill new positions.

Turnover

0%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	81%
Internet	63%
Colleges/Universities	25%

Occupation Size

This information is not available for non-OES occupations.

Employee Profile

82% Male
18% Female

Where the Jobs Are

SIC 2711 – Newspapers: Publishing or Publishing and Printing
SIC 6732 – Educational, Religious, and Charitable Trusts
SIC 7375 – Information Retrieval Services
SIC 8011 – Offices and Clinics of Doctors of Medicine
SIC 8211 – Elementary and Secondary Schools
SIC 8322 – Individual and Family Social Services
SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months

Many (53%) employers expect employment in this occupation to remain stable and many (47%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

A few (19%) employers promote their employees to higher level positions, such as: Professional Managers and System Administrators.

Skills Important for Career Advancement

Written and oral communications, continued education, technical expertise, and people skills

State Outlook

This information is not available for non-OES occupations.

Related DOT Codes

See Appendix A

California Occupational Guide Number

2001-A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: Computer Engineering
Computer Science

California Polytechnic State University, Extended Studies
Programs: Information Sciences and Systems

Central California School of Continuing Education
Programs: Computer and Information Sciences, Other
Computer Maintenance Technology/Technician

Computer Training Network

Programs: Computer and Information Sciences, Other

CTE Computer Training Centers, Inc.

Programs: Computer and Information Sciences, General

Cuesta College

Programs: Computer and Information Sciences, General
Computer Engineering

Lucia Mar Unified Adult Education

Programs: Computer and Information Sciences, General

MacTeacher

Programs: Computer and Information Sciences, General

Opportunities Unlimited

Programs: Business Systems Networking and Telecommunications
Computer and Information Sciences, General/Other
Computer Maintenance Technology/Technician

San Luis Coastal Adult School

Programs: Computer and Information Sciences, General

Shoreline Occupational Services/Goodwill Industries

Programs: Computer and Information Sciences, General

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 2000 – 2002

Computer Support Specialists

OES 251040

19 Firms Responded
178 Jobs Represented

Job Description

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

Common Job Titles

Technical/PC Support Representative,
Information Systems Analyst, Information
Technology Consultants, and Computer
Systems Technician

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.00 – \$14.38	\$9.00
New hires, experienced	\$8.00 – \$33.56	\$13.64
3+ years with firm	\$9.00 – \$39.31	\$16.19

Other forms of compensation paid by a few employers include incentive pay, bonuses, and commission ranging from an additional \$.99 to \$2.59 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	32%	5%	53%	5%
Dental Insurance:	21%	5%	47%	0%
Vision Insurance:	32%	5%	26%	0%
Life Insurance:	21%	0%	26%	5%
Paid Sick Leave:	68%	5%	0%	0%
Paid Vacation:	79%	16%	0%	0%
Retirement Plan:	16%	0%	47%	11%
Child Care:	0%	0%	0%	5%

Other benefits offered include free Internet access.

Unionization

84% Non-Union

Hours

Almost all (84%) employees in this occupation work full time – 38 hours/week, a few employees work part time – 21 hours/week, and a few work temporary – 20 hours/week.

Shifts

All employees (100%) work the day shift, while a few employees also work some swing shifts or are on call for emergencies.

Employer Requirements

Minimum Level of Education Required

Less Than High School	10%
High School or Equivalent	47%
Associate Degree	32%
Bachelor Degree	11%

Job Required Training

Required	26%
Not Required	21%
Preferred	53%

Technical or vocational training preferred by many responding employers includes an average of 15 months in computer science training, technical/computer training, PC and network support, programming and computer hardware troubleshooting.

Training as a Substitute for Previous Work Experience

Yes	63%
No	37%

Experience Required

Required	53%
Not Required	0%
Preferred	47%

Many (53%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience typically require six months to two years of previous work experience in a related field.

Skills Information

Skills in: network and system administration, PC setup, software installation, editing programs, patience, customer service/friendliness, skills in quick analysis and responsiveness to diverse critical user needs

New skills in areas such as hardware/software advancements, network support and web design.

Computer software skills sought by responding employers include word processing (79%), spreadsheet (79%), database (84%), desktop publishing (32%), and other technical skills in vari-

Computer Support Specialists

Researched in 2000

ous programs such as Microsoft Outlook, operating systems such as Windows NT and UNIX, and programming languages such as HTML, Visual Basic, C++, and JAVA.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	79%
Internet	68%
Colleges and Universities	47%

Turnover

44%

Occupation Size

Large to Very Large (370 – 530)

Employee Profile

20% Female

80% Male

Where the Jobs Are

SIC 7372 – Packaged Software

SIC 7374 – Computer Processing and Data
Prep Services

SIC 7375 – Information Related Services

SIC 7379 – Computer Related Services

Projections

Growth Rate: Much faster than average (43.2%)

In the last 12 months, percentage of firms
whose employment:

Declined 5%

Remained Stable 58%

Grew 37%

Source of Filled Vacancies:

Of the 88 positions filled in the past 12 months, 16% were hired to fill positions vacated due to promotion, 40% were hired to fill positions vacated by individuals leaving the firm, 33% were hired to fill new positions, and 11% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (58%) stated that they expect employment in this occupation to remain stable, while many other employers (42%) expect employment in this occupation to grow.

Other Relevant Information

Career Track

Most employers (79%) promote their employees to higher level positions such as Supervisors, Management, and System Administrator Positions.

Skills Important for Career Advancement

Network management, technical proficiency, management skills, presentation skills, experience and problem solving

State Outlook

Between 1998 and 2008, this occupation is expected to grow 89.9% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

Unavailable

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Computer Engineering*
Computer Science
Management Information Systems and Business Data Processing

California Polytechnic State University, Extended Studies
Programs: *Information Sciences and Systems*

Central California School of Continuing Education
Programs: *Computer and Information Sciences, Other*
Computer Maintenance Technology/Technician

Computer Training Network
Programs: *Computer and Information Sciences, General*
Computer Installer and Repairer

CTE Computer Training Centers, Inc.
Programs: *Computer and Information Sciences, General*

Cuesta College
Programs: *Computer and Information Sciences, General*
Computer Engineering

Lucia Mar Unified Adult Education
Programs: *Computer and Information Sciences, General*

MacTeacher
Programs: *Computer and Information Sciences, General*

Opportunities Unlimited
Programs: *Business Systems Networking and Telecommunications*
Computer and Information Sciences, General
Computer and Information Sciences, Other
Computer Maintenance Technology/Technician

San Luis Coastal Adult School
Programs: *Computer and Information Sciences, General*

Shoreline Occupational Services/Goodwill Industries
Programs: *Computer and Information Sciences, General*

Construction Managers

OES 150170

15 Firms Responded

61 Jobs Represented

Job Description

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. This occupation does not include general managers of large construction contracting firms.

Common Job Titles

Construction Managers, Project Managers, Project Supervisors, and Foremen

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$11.51 – \$31.16	\$21.50
3+ years with firm	\$16.00 – \$34.52	\$26.67

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$3.00 to \$5.50 per hour for experienced employees after three years with firm.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	40%	0%
Dental Insurance:	27%	0%	13%	0%
Vision Insurance:	20%	0%	7%	0%
Life Insurance:	27%	0%	0%	0%
Sick Leave:	47%	0%	0%	0%
Vacation:	67%	0%	7%	0%
Retirement Plan:	27%	0%	47%	0%
Child Care:	7%	0%	0%	0%

Other benefits offered include use of company vehicle and cell phone.

Unionization

87% Non-Union

Hours

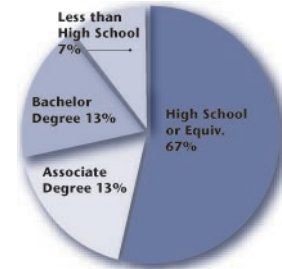
All (100%) employees in this occupation work full time – 41 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	93%
Not Required	0%
Preferred	7%

All responding employers require or prefer an average of 31 months of prior work experience. Most (62%) responding employers accept experience in construction related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	27%
No	73%

Technical or Vocational Training

Required	7%
Not Required	73%
Preferred	20%

Some responding employers require or prefer an average of 8 months of construction management, project coordination, or construction estimation training.

Skills Information

Skills in: civil engineering, landscape site planning, understanding building codes, OSHA safety standards, contract law and commercial real estate practices; Ability to: hire and assign personnel, estimate costs, and submit bids; Licenses: possession of a contractor's license (Class A, B, and/or C)

New skills sought by a few employers were ability to read blueprints, negotiation, verbal, and knowledge of specific test equipment.

Computer software skills were sought by most employers in word processing, spreadsheet, scheduling, and estimating programs.

Employment Trends

Supply & Demand Assessment

A few (7%) employers found hiring inexperienced qualified applicants to be very difficult. Almost all (93%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	60%
Grew	40%

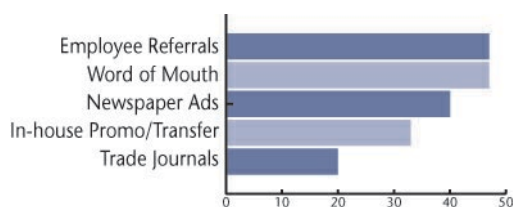
Sources of Filled Vacancies

Of the 18 positions filled in the last 12 months, 56% were hired to fill new positions, 28% were hired to fill vacated positions, 11% were hired to fill vacated positions due to promotions, and 5% were hired to fill temporary positions.

Turnover

14%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Small (130 – 160)

Employee Profile

93% Male
7% Female

Where the Jobs Are

SIC 1521 – General Contractors-Single Family Houses
SIC 1522 – General Contractors-Residential Buildings, Other Than Single-Family

SIC 1541 – General Contractors-Industrial Buildings and Warehouses
SIC 1542 – General Contractors-Non Residential Buildings, Other Than Industrial Buildings and Warehouses
SIC 1629 – Heavy Construction, Not Elsewhere Classified
SIC 1731 – Electrical Work

Projections

1999 – 2006 Growth Rate:
Faster than average (23.1%)

Over the Next 24 Months

Many (53%) employers expect employment in this occupation to remain stable while many (47%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (60%) employers promote their employees to higher level positions, such as: Directors of Operations and General Managers.

Skills Important for Career Advancement

Leadership, management, supervisory, organizational, construction methodology, and communication skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 24.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Construction Management*
Carpenters Union Local 1800
Programs: *Construction Management*

Contractors License Courses of California
Programs: *Building/Construction Finishing, Management, and Inspection, Other*
Cuesta College
Programs: *Construction Engineering Technology/Technician*

Cooks – Restaurant

OES 650260

16 Firms Responded
156 Jobs Represented

Job Description

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other food-stuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

Common Job Titles

Cooks, Prep Cooks, Line Cooks, Sous Chefs, and Chefs

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.75 – \$8.50	\$7.50
New hires, experienced	\$7.00 – \$12.00	\$9.25
3+ years with firm	\$8.00 – \$15.00	\$11.00

Other forms of compensation paid by many employers include tips ranging from an additional \$0.50 to \$0.96 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	6%	0%	19%	0%
Dental Insurance:	6%	0%	6%	0%
Vision Insurance:	6%	0%	6%	0%
Life Insurance:	13%	0%	0%	0%
Sick Leave:	31%	0%	0%	0%
Vacation:	56%	0%	6%	0%
Retirement Plan:	19%	0%	19%	6%
Child Care:	0%	0%	0%	0%

Unionization

94% Non-Union

Hours

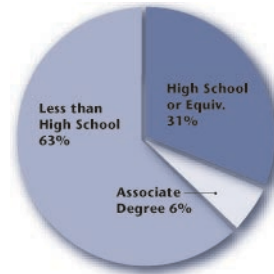
Most (76%) employees in this occupation work full time – 41 hours/week and some employees work part time – 29 hours/week.

Shifts

Almost all (94%) responding employers offer day shifts, almost all offer swing shifts, and a few offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	12%
Preferred	25%

Almost all responding employers require or prefer an average of 16 months of prior work experience. Many (57%) responding employers accept experience in other restaurant-related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	64%
No	36%

Technical or Vocational Training

Required	6%
Not Required	88%
Preferred	6%

A few responding employers require or prefer an average of 36 months of culinary training.

Skills Information

Skills in: food baking, menu planning, sauce making, and cooking a variety of ethnic foods; Ability to: plan and organize the work of others, stand continuously for two or more hours, lift thirty pounds repeatedly, and work under pressure

New skills sought by some employers were good communication, willingness to learn, and certification in food safety.

Computer software skills were not sought by a significant amount of employers.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (63%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	81%
Grew	13%

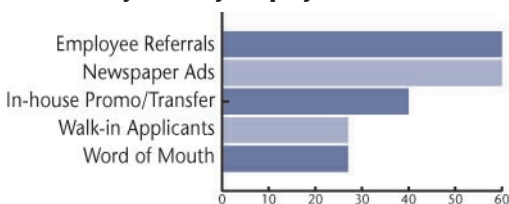
Sources of Filled Vacancies

Of the 65 positions filled in the last 12 months, 94% were hired to fill vacated positions, 5% were hired to fill new positions, and 1% were hired to fill vacated positions due to promotions.

Turnover

41%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (930 – 1030)

Employee Profile

94% Male

6% Female

Where the Jobs Are

SIC 5812 – Eating Places

SIC 7011 – Hotels and Motels

Projections

1999 – 2006 Growth Rate:

Slower than average (10.8%)

Over the Next 24 Months

Most (75%) employers expect employment in this occupation to remain stable while some (25%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Head Chef, Assistant Kitchen Managers, Kitchen Managers, and Managers.

Skills Important for Career Advancement

Reliability, responsibility, enthusiasm, teamwork, ability to work in fast paced environment, and leadership skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 24.6% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

93

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University, Extended Studies

Programs: *Culinary Arts and Related Services, Other*

San Luis Coastal Adult School

Programs: *Cooking and Other Domestic Skills*

Counter and Rental Clerks

OES 490170

16 Firms Responded

98 Jobs Represented

Job Description

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

Common Job Titles

Rental Clerks, Counter Clerks, Counter Agents, and Customer Service Representatives

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.75 – \$8.65	\$7.00
New hires, experienced	\$6.75 – \$10.00	\$7.50
3+ years with firm	\$6.75 – \$14.00	\$9.00

Other forms of compensation paid by some employers include bonuses and commissions ranging from an additional \$0.12 to \$0.75 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	25%	0%	25%	0%
Dental Insurance:	0%	0%	6%	0%
Vision Insurance:	6%	0%	6%	0%
Life Insurance:	6%	0%	0%	0%
Sick Leave:	38%	0%	0%	0%
Vacation:	50%	6%	0%	0%
Retirement Plan:	6%	0%	6%	0%
Child Care:	6%	0%	0%	0%

Unionization

100% Non-Union

Hours

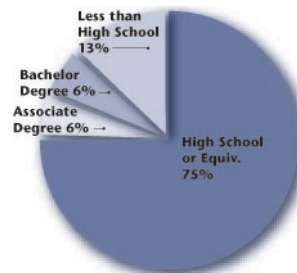
Many (52%) employees in this occupation work part time – 23 hours/week and many (48%) employees work full time – 39 hours/week.

Shifts

Almost all (88%) responding employers offer day shifts, many (50%) offer swing shifts, and some offer evening and weekend shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	0%
Not Required	56%
Preferred	44%

Many responding employers prefer an average of 8 months of prior work experience. All (100%) responding employers accept experience in other customer service related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	29%
No	71%

Technical or Vocational Training

Required	0%
Not Required	94%
Preferred	6%

A few responding employers prefer an average of 3 months of work related training.

Skills Information

Skills in: customer service, basic math, and cash handling; Ability to: read and follow instructions, stand continuously for two or more hours, and operate a cash register

New skills sought by a few employers were willingness to continue education.

Computer software skills were sought by many employers in basic computer programs and a few employers sought skills in word processing programs.

Counter and Rental Clerks

Researched in 2002

Employment Trends

Supply & Demand Assessment

All (100%) employers found hiring inexperienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	56%
Grew	44%

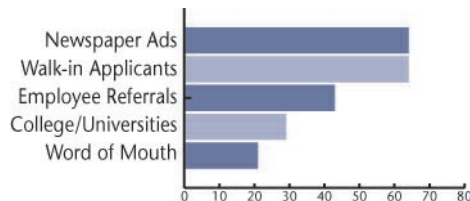
Sources of Filled Vacancies

Of the 53 positions filled in the last 12 months, 64% were hired to fill vacated positions, 23% were hired to fill new positions, and 13% were hired to fill vacated positions due to promotions.

Turnover

48%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Large (330 – 420)

Employee Profile

54% Female

46% Male

Where the Jobs Are

SIC 7514 – Passenger Car Rental

SIC 7841 – Video Tape Rental

SIC 7991 – Physical Fitness Facilities

SIC 7999 – Amusement and Recreation Services,
Not Elsewhere Classified

Projections

1999 – 2006 Growth Rate:

Must faster than average (27.3%)

Over the Next 24 Months

Most (69%) employers expect employment in this occupation to remain stable, some (25%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (69%) employers promote their employees to higher level positions, such as: Supervisors, Assistant Managers, and Managers.

Skills Important for Career Advancement

Desire to exceed, sales, and customer service skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 30.7% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

511

Training Providers (Refer to Appendix E for Contact Information)

Shoreline Occupational Services/Goodwill Industries

Programs: *Retailing and Retail Operations*

Desktop Publishing – Graphic Designers

Non-OES 979382999

15 Firms Responded
50 Jobs Represented

Job Description

Desktop Publishing – Graphic Designers use desktop publishing software to lay out pages, select size and style of type, and enter text and graphics into computer to produce printed materials, such as advertisements, brochures, newsletters, and forms, applying knowledge of graphic arts techniques and typesetting.

Common Job Titles

Graphic Designers and Graphic Artists

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$7.25 – \$13.15	\$8.90
New hires, experienced	\$8.00 – \$17.36	\$13.00
3+ years with firm	\$10.83 – \$22.00	\$16.00

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	27%	7%	33%	0%
Dental Insurance:	40%	7%	13%	0%
Vision Insurance:	27%	0%	13%	0%
Life Insurance:	40%	0%	7%	0%
Sick Leave:	60%	7%	7%	0%
Vacation:	73%	7%	7%	0%
Retirement Plan:	13%	7%	27%	0%
Child Care:	0%	0%	0%	0%

Unionization

87% Non-Union

Hours

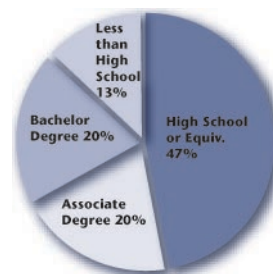
Almost all (84%) employees in this occupation work full time – 40 hours/week, a few work part time – 23 hours/week, and a few work temporary – 12 hours/week.

Shifts

All (100%) responding employers offer day shifts, some offer swing shifts, and a few offer graveyard shifts and shifts determined on an as-needed basis.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	80%
Not Required	7%
Preferred	13%

Almost all responding employers require or prefer an average of 21 months of prior work experience. Many (45%) responding employers accept experience in other design related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Technical or Vocational Training

Required	40%
Not Required	47%
Preferred	13%

Many responding employers require or prefer an average of 15 months of computer graphics training.

Skills Information

Skills in: Computer Assisted Design (CAD), layout and detail, freehand drawing, lithographic camera work, and imagination and creativity; Ability to: interview others for information, meet deadlines, submit portfolio of work, and work under pressure

New skills sought by a few employers were willingness to stay current with new software programs, web design, and customer interaction.

Computer software skills were sought by almost all employers in desktop publishing programs, many employers sought skills in QuarkXPress, Macromedia Dreamweaver, Adobe PhotoShop, PageMaker, and Illustrator and some employers sought skills in word processing programs.

Desktop Publishing – Graphic Designers

Researched in 2002

Employment Trends

Supply & Demand Assessment

A few (20%) employers found hiring inexperienced qualified applicants to be moderately difficult. Almost all (80%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	67%
Grew	33%

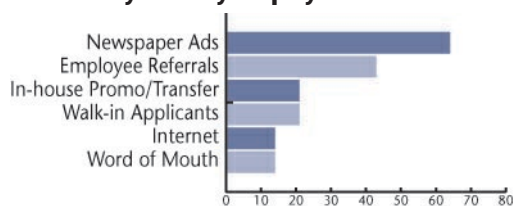
Sources of Filled Vacancies

Of the 12 positions filled in the last 12 months, 51% were hired to fill vacated positions, 33% were hired to fill new positions, 8% were hired to fill vacated positions due to promotions, and 8% were hired to fill temporary positions.

Turnover

15%

The six recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available for non-OES occupations.

Employee Profile

52% Male
48% Female

Where the Jobs Are

SIC 2752 – Commercial Printing, Lithographic
SIC 7311 – Advertising Agencies
SIC 7336 – Commercial Art and Graphic Design

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months

Most (73%) employers expect employment in this occupation to remain stable while some (27%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Some (33%) employers promote their employees to higher level positions, such as: Senior Designers and Creative Directors.

Skills Important for Career Advancement

Knowledge of programs, attention to detail, strong work ethic, willing and eager to learn, and creativity skills

State Outlook

This information is not available for non-OES occupations.

Related DOT Codes

Unavailable

California Occupational Guide Number

86

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Web Page, Digital/Multimedia and Information Resources Design*
Prepress/Desktop Publishing and Digital Imaging Design

California Polytechnic State University

Programs: *Design and Applied Arts, Other Design and Visual Communications, General Graphic Design*

CTE Computer Training Centers, Inc.

Programs: *Graphic and Printing Equipment Operator, General Production*

Computer Training Network

Programs: *Web Page, Digital/Multimedia and Information Resources Design*
Prepress/Desktop Publishing and Digital Imaging Design

MacTeacher

Programs: *Graphic and Printing Equipment Operator, General Production*
Graphic Design
CAD/CADD Drafting and/or Design Technology/Technician
Web Page, Digital/Multimedia and Information Resources Design

Opportunities Unlimited

Programs: *Graphic and Printing Equipment Operator, General Production*
Graphic Design

Professional Career Training Institute

Programs: *Web Page, Digital/Multimedia and Information Resources Design*

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 2000 – 2002

Electricians

OES 872020

18 Firms Responded
189 Jobs Represented

Job Description

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. This occupation includes Protective Signal Installers and Repairers and Street Light Servicers.

Common Job Titles

Apprentice Electricians, Electricians, and Journeyman Electricians

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$10.00	\$9.00
New hires, experienced	\$8.00 – \$20.00	\$14.00
3+ years with firm	\$12.00 – \$23.00	\$18.50

Other forms of compensation paid by a few employers include commissions of an additional \$2.40 per hour.

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$19.30 – \$25.25	\$25.25
3+ years with firm	\$25.00 – \$25.75	\$25.25

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	67%	0%	6%	0%
Dental Insurance:	33%	0%	6%	0%
Vision Insurance:	22%	0%	6%	0%
Life Insurance:	6%	0%	0%	0%
Paid Sick Leave:	33%	0%	0%	0%
Paid Vacation:	72%	0%	0%	0%
Retirement Plan:	28%	0%	6%	0%
Child Care:	0%	0%	0%	0%

Unionization

72% Non-Union

Hours

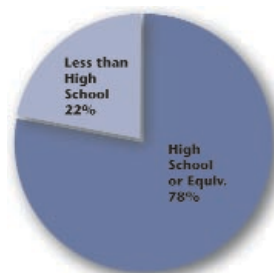
All (100%) employees in this occupation work full time – 41 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employment Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	72%
Not Required	17%
Preferred	11%

Almost all responding employers require or prefer an average of 38 months of prior work experience. A few (8%) responding employers accept experience in other occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	33%
No	67%

Technical or Vocational Training

Required	17%
Not Required	83%
Preferred	0%

A few responding employers require an average of 72 months of electrical apprenticeship training.

Skills Information

Skills in: Electrical equipment, soldering, and cost estimating; Ability to: read blueprints, climb ladders, and work independently

New skills sought by some employers were knowledge of electrical building codes.

Computer software skills were sought by a few employers in word processing and spreadsheet programs.

Employment Trends

Supply & Demand Assessment

Some (21%) employers found hiring inexperienced qualified applicants to be very difficult. Most (79%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	22%
Grew	72%

Sources of Filled Vacancies

Of the 54 positions filled in the last 12 months, 70% were hired to fill new positions and 30% were hired to fill vacated positions.

Turnover

11%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	50%
Employee Referrals	39%
Walk-in Applicants	28%

Occupation Size

Large (270 – 320)

Employee Profile

96% Male
4% Female

Where the Jobs Are

SIC 1521 – General Contractors-Single Family Houses
SIC 1731 – Electrical Work

Projections

1999 – 2006 Growth Rate:
Faster than average (18.5%)

Over the Next 24 Months

Most (67%) employers expect employment in this occupation to remain stable while some (33%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Some (22%) employers promote their employees to higher level positions, such as: Foremen and Supervisors.

Skills Important for Career Advancement

Dependability, public relations, work ethics, and math skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 18.2% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

121

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*
Electrical, Electronics and Communications Engineering

Cuesta College
Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*

International Brotherhood of Electrical Workers, Local 639
Programs: *Electrician*



Enologists (Winemakers)

Non-OES 183161999

15 Firms Responded
26 Jobs Represented

Job Description

Enologists direct and coordinate activities concerned with wine production. This involves crushing, fermentation, clarification, aging, blending, and bottling. Working either in their own firm's vineyards or with viticulturists of other grape-vineyards, Enologists examine grape samples to judge sweetness and acidity, to verify sound condition and lack of pesticide residue, and to authenticate grape varieties. They decide when to start the harvest and ensure that grapes are trucked to the crusher quickly and safely. Enologists supervise workers in the crushing and fermentation process, following legal and regulatory practices and record keeping requirements. In smaller operations, they may perform these processing duties themselves.

Common Job Titles

Assistant Winemakers and Winemakers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$8.72 – \$32.60	\$21.31
3+ years with firm	\$10.46 – \$42.90	\$23.72

Other forms of compensation paid by some employers include bonuses ranging from an additional \$0.64 to \$2.30 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	67%	0%	33%	0%
Dental Insurance:	53%	0%	20%	0%
Vision Insurance:	33%	0%	20%	0%
Life Insurance:	60%	0%	13%	0%
Sick Leave:	87%	0%	7%	0%
Vacation:	87%	0%	7%	0%
Retirement Plan:	20%	0%	20%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

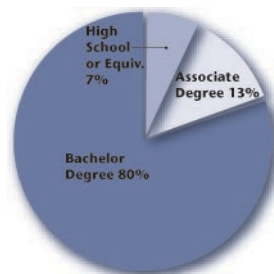
All (100%) employees in this occupation work full time – 47 hours/week.

Shifts

All (100%) responding employers offer day shifts, some offer shifts determined on as-needed basis, and a few offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	93%
Not Required	0%
Preferred	7%

Almost all responding employers require or prefer an average of 52 months of prior work experience. Many (53%) responding employers accept experience in agriculture or food and beverage occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	20%
No	80%

Technical or Vocational Training

Required	40%
Not Required	53%
Preferred	7%

Many responding employers require or prefer an average of 38 months of enology, viticulture, or fruit/food science training.

Skills Information

Skills in: knowledge of grape production process, willingness to work nights, weekends, and holidays; Ability to: read and follow instructions, set work priorities, apply materials resource planning (MRP) techniques, plan and organize the work of others, and work under pressure.

New skills sought by some employers were chemistry, biology, new lab technology, and mechanical.

Computer software skills were sought by most employers in word processing, spreadsheet, and basic computer programs and some employers sought skills in database programs.

Employment Trends

Supply & Demand Assessment

A few (7%) employers found hiring inexperienced qualified applicants to be very difficult. Almost all (93%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	80%
Grew	20%

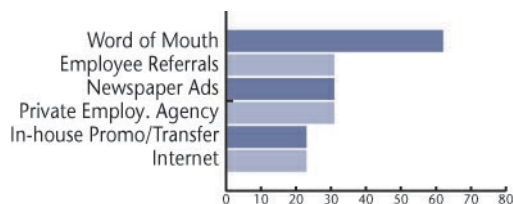
Sources of Filled Vacancies

Of the 5 positions filled in the last 12 months, 60% were hired to fill new positions and 40% were hired to fill vacated positions.

Turnover

9%

The six recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available for non-OES occupations.

Employee Profile

81% Male
19% Female

Where the Jobs Are

SIC 0172 – Grapes
SIC 2084 – Wines, Brandy, and Brandy Spirits

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months

Most (73%) employers expect employment in this occupation to remain stable while some (27%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (53%) employers promote their employees to higher level positions, such as: Directors of Winemaking, Managers, and General Managers.

Skills Important for Career Advancement

Knowledge of vineyards and regions of wine grapes, sensory, production, and leadership skills

State Outlook

This information is not available for non-OES occupations.

Related DOT Codes

See Appendix A

California Occupational Guide Number

257

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Agricultural Business and Management, Other*

California Polytechnic State University, Extended Studies

Programs: *Agribusiness/Agricultural Business Operations*

Farmworkers – Food & Fiber Crops

OES 798560

16 Firms Responded
1466 Jobs Represented

Job Description

Farmworkers, Food and Fiber Crops manually plant, cultivate, and harvest food and fiber products such as grains, vegetables, fruits, nuts, and field crops (e.g. cotton, mint, hops, and tobacco). Use hand tools such as shovels, trowels, hoes, tampers, pruning hooks, shears, and knives. Duties may include tilling soil and applying fertilizers; transplanting, weeding, thinning, or pruning crops; applying fungicides, herbicides, or pesticides; and packing and loading harvested products. May construct trellises, repair fences and farm buildings, or participate in irrigation activities. This occupation includes workers involved in expediting pollination and those who cut seed tuber crops into sections for planting.

Common Job Titles

Farm Workers, Farm Laborers, Ranch Workers, and Field Workers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.75 – \$7.64	\$7.00
New hires, experienced	\$6.75 – \$9.00	\$7.00
3+ years with firm	\$6.75 – \$10.00	\$8.13

Other forms of compensation paid by some employers include bonuses ranging from an additional \$0.13 to \$1.60 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	33%	0%
Dental Insurance:	7%	0%	27%	0%
Vision Insurance:	0%	0%	33%	0%
Life Insurance:	7%	0%	27%	0%
Sick Leave:	20%	0%	0%	0%
Vacation:	47%	0%	0%	0%
Retirement Plan:	13%	0%	0%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

Most (64%) employees in this occupation work seasonally – 21 hours/week, some work full time

– 53 hours/week, a few work part time – 55 hours/week*, and a few work temporary – 55 hours/week.

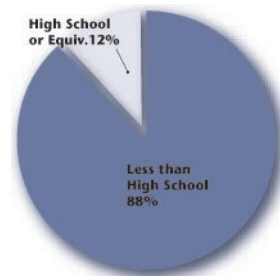
* Hours may vary due to seasonal demand.

Shifts

Almost all (94%) responding employers offer day shifts and a few responding employers offer swing and seasonal shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	6%
Not Required	13%
Preferred	81%

Almost all responding employers require or prefer an average of 4 months of prior work experience. Most (70%) responding employers accept experience in other farming related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	64%
No	36%

Technical or Vocational Training

Required	0%
Not Required	100%
Preferred	0%

Skills Information

Skills in: read and follow directions, willingness to work early and late shifts, and knowledge of pesticides and herbicides; Ability to: operate harvesters, plant and transplant vegetable and field crops, operate equipment, irrigation, and perform strenuous, physically demanding work

Farmworkers – Food & Fiber Crops

Researched in 2002

Computer software skills were not sought by a significant amount of employers.

Employment Trends

Supply & Demand Assessment

Almost all (94%) employers found hiring inexperienced qualified applicants to be moderately difficult. A few (6%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	88%
Grew	6%

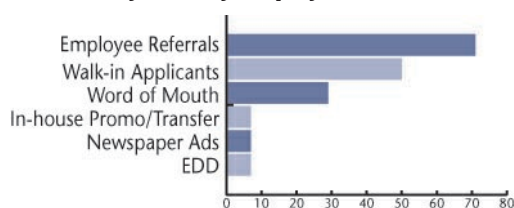
Sources of Filled Vacancies

Of the 1184 positions filled in the last 12 months, 98% were hired to fill seasonal or temporary positions, 1% were hired to fill vacated positions, and 1% were hired to fill new positions.

Turnover

1%

The six recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available.

Employee Profile

72% Male
28% Female

Where the Jobs Are

SIC 0161 – Vegetables and Melons
SIC 0171 – Berry Crops
SIC 0172 – Grapes
SIC 0173 – Tree Nuts
SIC 0761 – Farm Labor Contractors and Crew Leaders

Projections

1999 – 2006 Growth Rate:
This information is not available.

Over the Next 24 Months

Most (75%) employers expect employment in this occupation to remain stable, a few (19%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Many (56%) employers promote their employees to higher level positions, such as: Tractor Drivers, Foremen, Farm Managers, and Supervisors.

Skills Important for Career Advancement

Leadership, dedication, reliability, and workmanship skills

State Outlook

During 1998 – 2008, this occupation is expected to grow 31.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

225

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Agronomy and Crop Science*
Crop Production

Cuesta College
Programs: *Crop Production*

California Polytechnic State University, Extended Studies
Programs: *Agronomy and Crop Science*

Financial Managers

OES 130020

16 Firms Responded
23 Jobs Represented

Job Description

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. This occupation includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

Common Job Titles

Administrative Services Directors, Accounting Managers, Controllers, Finance Directors, and Chief Financial Officers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	Insufficient Data	
New hires, experienced	\$14.38 – \$51.14	\$32.19
3+ years with firm	\$19.18 – \$59.91	\$33.80

Other forms of compensation paid by some employers include bonuses ranging from an additional \$0.48 to \$7.99 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	50%	13%	38%	0%
Dental Insurance:	56%	6%	31%	0%
Vision Insurance:	44%	6%	31%	0%
Life Insurance:	63%	6%	13%	0%
Sick Leave:	81%	6%	6%	0%
Vacation:	81%	13%	6%	0%
Retirement Plan:	44%	0%	31%	6%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

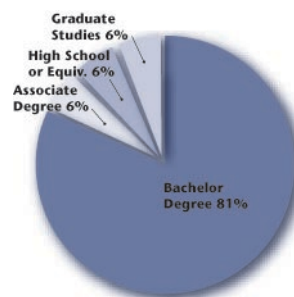
Almost all (91%) employees in this occupation work full time – 42 hours/week and a few employees work part time – 27 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	94%
Not Required	0%
Preferred	6%

All responding employers require or prefer an average of 50 months of prior work experience. Many (57%) responding employers accept experience in other occupations, such as: Certified Public Accountants, Financial Analysts, or Assistant Controllers, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	12%
No	88%

Technical or Vocational Training

Required	0%
Not Required	88%
Preferred	12%

A few responding employers prefer an average of 30 months of accounting training.

Skills Information

Skills in: financial planning, cost analysis, budget analysis, and understand regulations affecting financial institutions; Ability to: interpret actuarial and probability of loss tables, apply techniques of statistical analysis, analyze securities, and perform advanced mathematical computations; Designations: Chartered Financial Analyst (CFA), Certified Management Accountant (CMA), or Certified Public Accountant (CPA)

New skills sought by a few employers were willingness to stay current with new software programs, supervision, budgeting, and strategic business planning.

Computer software skills were sought by almost all employers in word processing and spreadsheet programs, many employers sought skills in database programs, some employers sought skills in accounting programs, and a few employers sought skills in desktop publishing programs.

Employment Trends

Supply & Demand Assessment

A few (6%) employers found hiring inexperienced qualified applicants not difficult. Almost all (94%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	100%
Grew	0%

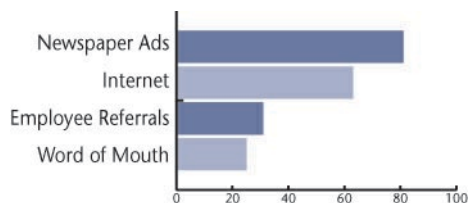
Sources of Filled Vacancies

Of the 3 positions filled in the last 12 months, 100% were hired to fill vacated positions.

Turnover

13%

The four recruitment strategies most successfully used by employers include:



Occupation Size

Large (340 – 390)

Employee Profile

52% Female
48% Male

Where the Jobs Are

SIC 6021 – National Commercial Banks
SIC 6022 – State Commercial Banks
SIC 8711 – Engineering Services
SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:
Average (14.7%)

Over the Next 24 Months

Almost all (94%) employers expect employment in this occupation to remain stable while a few (6%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Some (25%) employers promote their employees to higher level positions, such as: Managers and Vice Presidents.

Skills Important for Career Advancement

Financial expertise, management, customer service, and communication skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 20.8% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

260

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers
Programs: *Business Administration and Management, General*

California Polytechnic State University
Programs: *Business Administration and Management, General*
Finance and Financial Management Services, Other

California Polytechnic State University, Extended Studies
Programs: *Business Administration and Management, General*

Cuesta College
Programs: *Business Administration and Management, General*

MacTeacher
Programs: *Finance, General*

San Luis Coastal Adult School
Programs: *Finance, General*

First Line Supervisors and Manager – Production and Operating Workers

OES 810080

16 Firms Responded
126 Jobs Represented

Job Description

First Line Supervisors and Manager/Supervisors of Production and Operating Workers directly supervise and coordinate activities of production and operating workers, such as testers, precision workers, machine setters and operators, assemblers, fabricators, or plant and system operators. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same production work as the workers they supervise. This occupation does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific work duties.

Common Job Titles

Production Supervisors, Production Managers, Manufacturing Managers, and Supervisors

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$15.82	\$12.54
New hires, experienced	\$8.00 – \$25.00	\$16.78
3+ years with firm	\$15.61 – \$30.00	\$21.25

Other forms of compensation paid by many employers include bonuses ranging from an additional \$0.12 to \$6.97 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	19%	0%	81%	0%
Dental Insurance:	13%	0%	56%	0%
Vision Insurance:	13%	0%	50%	0%
Life Insurance:	56%	0%	19%	0%
Sick Leave:	81%	0%	6%	0%
Vacation:	94%	0%	6%	0%
Retirement Plan:	25%	0%	63%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

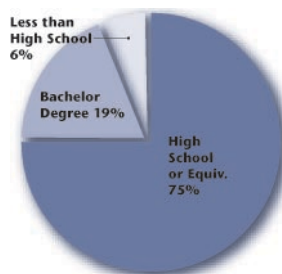
Almost all (82%) employees in this occupation work full time – 42 hours/week, a few work part time – 23 hours/week, and a few work temporary – 40 hours/week.

Shifts

All (100%) responding employers offer day shifts, some offer swing shifts, and a few offer graveyard shifts and shifts determined on an as-needed basis.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	75%
Not Required	0%
Preferred	25%

All responding employers require or prefer an average of 33 months of prior work experience. Many (54%) responding employers accept experience in production or manufacturing related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	25%
No	75%

Technical or Vocational Training

Required	25%
Not Required	63%
Preferred	12%

Some responding employers require or prefer an average of 15 months of operations management or supervision training.

Skills Information

Skills in: knowledge of the technical aspects of subordinates' duties, follow safe equipment operating procedures, and basic construction; Ability to: perform assembly work, plan and organize

First Line Supervisors and Manager – Production and Operating Workers

Researched in 2002

the work of others, set work priorities, work under pressure, deal effectively with difficult individuals, and manage unexpected situations or circumstances

New skills sought by some employers were organization, knowledge of lean manufacturing techniques, and human resources management (including a basic understanding of California Employment Laws).

Computer software skills were sought by almost all employers in spreadsheet programs, most employers sought skills in word processing programs, many employers sought skills in database programs, and some employers sought skills in various project planning and computer aided design programs.

Employment Trends

Supply & Demand Assessment

Some (25%) employers found hiring inexperienced qualified applicants to be very difficult. Most (75%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	81%
Grew	19%

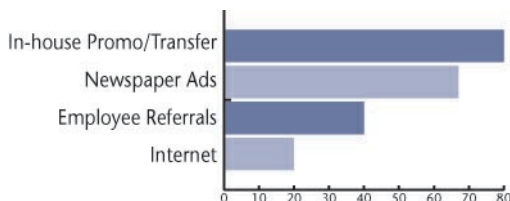
Sources of Filled Vacancies

Of the 25 positions filled in the last 12 months, 36% were hired to fill vacated positions due to promotions, 28% were hired to fill vacated positions, 20% were hired to fill temporary positions, and 16% were hired to fill new positions.

Turnover

13%

The four recruitment strategies most successfully used by employers include:



Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Occupation Size

Medium (220 – 260)

Employee Profile

66% Male

34% Female

Where the Jobs Are

SIC 2084 – Wines, Brandy and Brandy Spirits

SIC 2752 – Commercial Printing, Lithographic

SIC 3089 – Plastics Products, Not Elsewhere Classified

SIC 3599 – Industrial and Commercial Machinery and Equipment, Not Elsewhere Classified

SIC 3931 – Musical Instruments

Projections

1999 – 2006 Growth Rate:

Faster than average (18.2%)

Over the Next 24 Months

Almost all (81%) employers expect employment in this occupation to remain stable while a few (19%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (63%) employers promote their employees to higher level positions, such as: Operations Managers, Directors, Division Managers, and General Managers.

Skills Important for Career Advancement

Continue education, communication, people, knowledge of manufacturing concepts, and leadership skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 16.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

None

General Office Clerks

OES 553470

16 Firms Responded

137 Jobs Represented

Job Description

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. This occupation does not include workers whose duties are narrowly defined.

Common Job Titles

Clerks, Account Clerks, and Secretaries

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$10.00	\$8.00
New hires, experienced	\$7.05 – \$12.00	\$9.00
3+ years with firm	\$8.40 – \$15.00	\$12.00

Union Wages

	Range	Median
New hires, no experience	\$9.55 – \$14.18	\$10.96
New hires, experienced	\$9.38* – \$15.32	\$10.96
3+ years with firm	\$10.40 – \$16.54	\$12.20

*Out of pattern wages can occur when employers do not hire employees in all experience levels.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	56%	6%	31%	19%
Dental Insurance:	50%	6%	25%	13%
Vision Insurance:	38%	13%	25%	13%
Life Insurance:	50%	6%	19%	6%
Sick Leave:	81%	6%	6%	6%
Vacation:	81%	13%	6%	13%
Retirement Plan:	38%	13%	25%	19%
Child Care:	0%	0%	0%	0%

Unionization

69% Non-Union

Hours

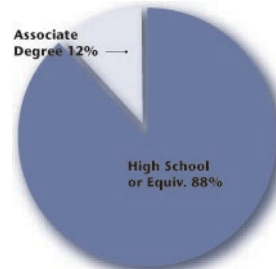
Most (71%) employees in this occupation work full time – 39 hours/week, some work part time – 26 hours/week, and a few work temporary – 13 hours/week.

Shifts

Almost all (94%) responding employers offer day shifts and a few responding employers offer half-day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	38%
Not Required	24%
Preferred	38%

Most responding employers require or prefer an average of 13 months of prior work experience. Most (75%) responding employers accept experience in other office-related positions, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	67%
No	33%

Technical or Vocational Training

Required	13%
Not Required	75%
Preferred	12%

Some responding employers require or prefer an average of 13 months of general office, accounting, or data entry training.

Skills Information

Skills in: telephone courtesy, record keeping, alphabetic and numeric filing, public contact, and english grammar; Ability to: operate 10-key adding machine by touch, operate a transcribing machine, type at least 45 wpm, and perform routine/repetitive work

New skills sought by a few employers were good communication and interpersonal skills.

Computer software skills were sought by almost all employers in word processing programs, most employers sought skills in spreadsheet programs, many employers sought skills in database programs, and some employers sought skills in desktop publishing and various office programs.

Employment Trends

Supply & Demand Assessment

Most (63%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (37%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	63%
Grew	37%

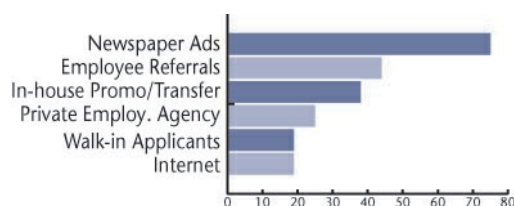
Sources of Filled Vacancies

Of the 34 positions filled in the last 12 months, 44% were hired to fill vacated positions, 35% were hired to fill vacated positions due to promotions, and 21% were hired to fill new positions.

Turnover

21%

The six recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (2,900 – 3,380)

Employee Profile

96% Female

4% Male

Where the Jobs Are

SIC 6732 – Educational, Religious, and Charitable Trusts

SIC 7361 – Employment Agencies

SIC 8211 – Elementary and Secondary Schools

SIC 8221 – Colleges, Universities, and Professional Schools

SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:

Average (16.6%)

Over the Next 24 Months

Almost all (94%) employers expect employment in this occupation to remain stable while a few (6%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Executive Assistants and Administrative Analysts.

Skills Important for Career Advancement

Computer, good work habits, attention to detail, and communication skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 23.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

295

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: General Office Occupations and Clerical Services

Computer Training Network

Programs: General Office Occupations and Clerical Services

Cuesta College

Programs: General Office Occupations and Clerical Services

Opportunities Unlimited

Programs: General Office Occupations and Clerical Services

Professional Career Training Institute

Programs: General Office Occupations and Clerical Services

Shoreline Occupational Services/Goodwill Industries

Programs: General Office Occupations and Clerical Services

Heating, Air Conditioning, & Refrigeration Mechanics and Installers

OES 859020

18 Firms Responded

123 Jobs Represented

Job Description

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. This category does not include workers who do only plumbing and pipefitting work.

Common Job Titles

Building Service Engineer, HVAC
Installer/Mechanic, Service Technician, and
Service Mechanic

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$5.75 – \$8.00	\$8.00
New hires, experienced	\$8.00 – \$15.00	\$12.00
3+ years with firm	\$9.00 – \$24.16	\$17.50

Commissions are paid by a few employers ranging from an additional \$.55 to \$5.48 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	61%	0%	22%	0%
Dental Insurance:	6%	0%	22%	0%
Vision Insurance:	11%	0%	6%	0%
Life Insurance:	17%	0%	17%	0%
Paid Sick Leave:	28%	0%	0%	0%
Paid Vacation:	67%	0%	0%	0%
Retirement Plan:	22%	0%	22%	6%
Child Care:	0%	0%	0%	0%

Unionization

83% Non-Union

Hours

Almost all employees (94%) in this occupation work full time – 40 hours/week, while the part time employees work 27 hours/week, temporary on-call employees work 20 hours/week, and seasonal employees work 40 hours/week.

Shifts

All employees (100%) work the day shift, while a few employees also work some nights and weekends while on call for emergencies.

Employer Requirements

Minimum Level of Education Required

Less Than High School	17%
High School or Equivalent	83%

Job Required Training

Required	0%
Not Required	56%
Preferred	44%

Technical or vocational training preferred by some (44%) responding employers includes an average of 10 months in HVAC training and refrigeration training.

Training as a Substitute for Previous Work Experience

Yes	69%
No	31%

Experience Required

Required	39%
Not Required	11%
Preferred	50%

Many employers (44%) accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between six months and two years of previous work experience in a related field.

Skills Information

Skills in: HVAC/equipment mechanics, producing quality work, good use of tools, planning and organization

New skills sought by employers included welding, technical refrigeration, computerized building automation, soldering, and electronics.

Computer software skills sought by a few employers include spreadsheet, database, and energy management software.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants and moderately difficult to find inexperienced applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	67%
Employee Referrals	83%
Walk-in Applications	78%

Turnover

11%

Occupation Size

Small to Medium (100 – 120)

Employee Profile

2% Female
98% Male

Where the Jobs Are

SIC 1711 – Plumbing, Heating and Air
Conditioning
SIC 7623 – Refrigeration & Air Conditioning
Services

Projections

Growth Rate: Much Faster than Average (20.0%)

In the last 12 months, percentage of firms
whose employment:

Declined	0%
Remained Stable	33%
Grew	67%

Source of Filled Vacancies:

Of the 37 positions filled in the past 12 months, 8% were hired to fill positions vacated by individuals who were promoted, 30% were hired to fill vacated positions, 54% were hired to fill new positions, and 8% were hired to fill temporary positions.

Next 24 Months:

Only a few employers expected employment in this occupation to decline. Many employers (41%) stated that they expected employment in this occupation to remain stable, while even more employers (53%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (67%) promote their employees to higher level positions such as Supervisor, Crew Leader, General Manager and Foreperson.

Skills Important for Career Advancement

Equipment repair skills, problem solving, and electrical trouble shooting

State Outlook

Between 1998 and 2008, this occupation is expected to grow 27.0% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Unavailable



Helpers – Carpenters and Related Workers

OES 983120

15 Firms Responded
74 Jobs Represented

Job Description

Carpenters' Helpers and Related Workers help Carpenters or carpentry related craft workers by performing duties of lesser skill. Their duties include supplying or holding materials or tools and cleaning work area and equipment. This occupation does not include apprentice workers or construction or maintenance laborers who do not primarily assist Carpenters or carpentry related craft workers.

Common Job Titles

Carpenter Helpers and Laborers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.75 – \$12.00	\$9.75
New hires, experienced	\$10.00 – \$18.00	\$11.25
3+ years with firm	\$10.00 – \$23.00	\$16.00

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$27.00	\$8.75
New hires, experienced	\$8.00 – \$27.00	\$10.00
3+ years with firm	\$8.00 – \$27.00	\$10.75

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	13%	0%	20%	0%
Dental Insurance:	7%	0%	7%	0%
Vision Insurance:	7%	0%	0%	0%
Life Insurance:	13%	0%	0%	0%
Paid Sick Leave:	7%	0%	7%	0%
Paid Vacation:	20%	0%	7%	0%
Retirement Plan:	13%	0%	27%	0%
Child Care:	0%	0%	0%	0%

Unionization

80% Non-Union

Hours

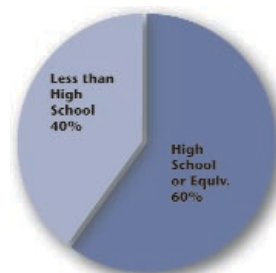
Almost all (99%) employees in this occupation work full time – 39 hours/week and a few employees work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	27%
Not Required	33%
Preferred	40%

Most responding employers require or prefer an average of 12 months of prior work experience. Many (44%) responding employers accept experience in landscaping or other construction related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	40%
No	60%

Technical or Vocational Training

Required	13%
Not Required	74%
Preferred	13%

Some responding employers require or prefer an average of 8 months of construction related training.

Skills Information

Skills in: good eye-hand coordination; Ability to: tolerate noise and dust and use hand tools

Computer software skills were not sought by a significant amount of employers.

Helpers – Carpenters and Related Workers

Researched in 2001

Employment Trends

Supply & Demand Assessment

Most (73%) employers found hiring inexperienced qualified applicants to be very difficult. Some (27%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	40%
Grew	60%

Sources of Filled Vacancies

Of the 42 positions filled in the last 12 months, 48% were hired to fill vacated positions, 31% were hired to fill new positions, 19% were hired to fill temporary positions, and 2% were hired to fill vacated positions due to promotions.

Turnover

34%

The three recruitment strategies most successfully used by employers include:

Walk-in Applications	67%
Employee Referrals	60%
Newspaper Ads	47%

Occupation Size

Medium (250 – 320)

Employee Profile

100% Male
0% Female

Where the Jobs Are

SIC 1521 – General Contractors-Single Family Houses
SIC 1522 – General Contractors-Residential Buildings, Other Than Single Family
SIC 1542 – General Contractors-Nonresidential Buildings

Projections

1999 – 2006 Growth Rate:

Much faster than average (28%)

Over the Next 24 Months

Most (67%) employers expect employment in this occupation to remain stable while some (33%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (80%) employers promote their employees to higher level positions, such as: Carpenters, Equipment Operators, Foremen, and Supervisors.

Skills Important for Career Advancement

Knowledge of industry, public relations, education, mechanical, and management skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 21.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

565 and 169

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Construction and Building Finishers and Managers, Other*
Carpenters Union Local 1800
Programs: *Carpenter*

Contractors License Course of California
Programs: *Construction and Building Finishers and Managers, Other*
Cuesta College
Programs: *Construction/Building Technology/Technician*

Hotel Desk Clerks

OES 538080

15 Firms Responded
118 Jobs Represented

Job Description

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied by guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

Common Job Titles

Desk Clerks, Front Desk Clerks, Guest Services Agents, Guest Services Representatives, and Night Auditors

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.75 - \$8.00	\$7.25
New hires, experienced	\$6.75 - \$9.00	\$7.50
3+ years with firm	\$8.00 - \$10.00	\$9.00

Other forms of compensation paid by some employers include bonuses and commissions ranging from an additional \$0.14 to \$1.00 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	7%	0%	53%	7%
Dental Insurance:	7%	0%	33%	7%
Vision Insurance:	0%	0%	20%	7%
Life Insurance:	20%	0%	0%	7%
Sick Leave:	40%	7%	0%	0%
Vacation:	73%	20%	0%	0%
Retirement Plan:	20%	0%	20%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

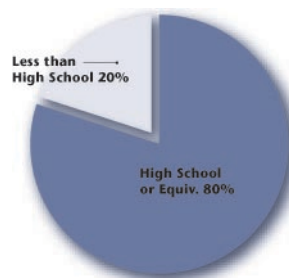
Many (53%) employees in this occupation work full time - 39 hours/week, many (45%) work part time - 25 hours/week, a few work temporary - 28 hours/week, and a few work seasonal - 20 hours/week.

Shifts

Almost all (93%) responding employers offer day shifts, most offer graveyard and swing shifts, and many offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	7%
Not Required	53%
Preferred	40%

Many responding employers require or prefer an average of 7 months of prior work experience. Most (71%) responding employers accept experience in other hospitality or retail industry occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	71%
No	29%

Technical or Vocational Training

Required	7%
Not Required	93%
Preferred	0%

A few responding employers require an average of 3 months of computer training.

Skills Information

Skills in: cash handling, record keeping, public contact, customer service, and basic math; Ability to: follow billing procedures, work under pressure, and work independently

New skills sought by many employers were customer service and good communication.

Computer software skills were sought by many employers in word processing and various windows programs and some employers sought skills in spreadsheet and database programs.

Employment Trends

Supply & Demand Assessment

Almost all (93%) employers found hiring inexperienced qualified applicants to be very difficult. A few (7%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	7%
Remained Stable	53%
Grew	40%

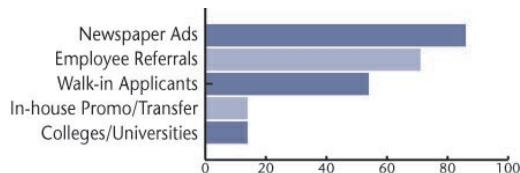
Sources of Filled Vacancies

Of the 64 positions filled in the last 12 months, 66% were hired to fill vacated positions, 16% were hired to fill temporary positions, 14% were hired to fill new positions, and 4% were hired to fill vacated positions due to promotions.

Turnover

41%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Large (270 – 330)

Employee Profile

53% Female
47% Male

Where the Jobs Are

SIC 7011 – Hotels and Motels

Projections

1999 – 2006 Growth Rate:
Faster than average (22.2%)

Over the Next 24 Months

Most (73%) employers expect employment in this occupation to remain stable while some (27%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (87%) employers promote their employees to higher level positions, such as: Sales Associates, Assistant Managers, Managers, Front Desk Managers, and Front Desk Supervisors.

Skills Important for Career Advancement

Communication, patience with difficult customers, computer, supervisory, customer service, and people skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 16.6% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

70

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Hospitality and Recreation Marketing Operations*

Shoreline Occupational Services/Goodwill Industries

Programs: *Hospitality and Recreation Marketing Operations*

Human Resource Technicians

Non-OES 166267999

16 Firms Responded
32 Jobs Represented

Job Description

Human Resource Technicians provide assistance to personnel directors and managers in identifying, evaluating, and resolving human relations and work performance problems within establishments. Workers in this occupation attend meetings of managers, supervisors, and work units to ascertain problems that adversely effect employee morale and productivity and to determine effective remediation techniques, such as job skill training or personal intervention; develop and conduct training to instruct managers, supervisors, and workers in a variety of related skills, such as supervisory skills, conflict resolution skills, interpersonal communication skills, and group interaction skills; schedule individuals for technical job-related skills training. May assist in screening applicants for employment and in-house training programs, participate in labor relations issues, and write employee newsletter.

Common Job Titles

Personnel Technicians, Personnel Service Specialists, Staff Services Analysts, and Human Resource Assistants

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.25 – \$8.00	\$7.00
New hires, experienced	\$7.00 – \$18.24	\$12.61
3+ years with firm	\$7.50 – \$21.22	\$14.34

Other forms of compensation paid by some employers include bonuses ranging from an additional \$1.46 to \$3.60 per hour.

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$12.33 – \$14.42	\$14.33
New hires, experienced	\$12.66 – \$16.11	\$14.38
3+ years with firm	\$14.42 – \$22.77	\$18.35

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	25%	0%	69%	13%
Dental Insurance:	31%	0%	63%	13%
Vision Insurance:	38%	0%	50%	13%
Life Insurance:	38%	6%	25%	0%
Paid Sick Leave:	94%	6%	0%	0%
Paid Vacation:	94%	6%	0%	0%

Employer Pays All Shared Cost

	FT	PT	FT	PT
Retirement Plan:	50%	0%	31%	6%
Child Care:	0%	0%	0%	0%

Unionization

75% Non-Union

Hours

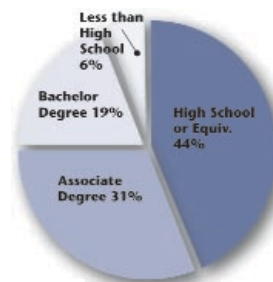
Almost all (91%) employees in this occupation work full time – 40 hours/week and a few employees work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	19%
Preferred	18%

Almost all responding employers require or prefer an average of 29 months of prior work experience. Many (55%) responding employers accept experience in other clerical or office related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	38%
No	62%

Technical or Vocational Training

Required	6%
Not Required	88%
Preferred	6%

A few responding employers require or prefer an average of 3 months of human resource coursework or training.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 2000 – 2002

Human Resource Technicians

Researched in 2001

Skills Information

Skills in: interviewing, recruiting, knowledge of employee benefit programs, labor relations practices, and personnel classification procedures; Ability to: write job specifications and work under pressure

Computer software skills were sought by almost all employers in word processing programs, most employers sought skills in spreadsheet programs, many employers sought skills in database programs, some employers sought in email and payroll programs, and a few employers sought skills in desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (63%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	75%
Grew	19%

Sources of Filled Vacancies

Of the 8 positions filled in the last 12 months, 38% were hired to fill new positions, 38% were hired to fill vacated positions due to promotions, and 24% were hired to fill vacated positions.

Turnover

17%

The three recruitment strategies most successfully used by employers include:

In-house Promotion or Transfer	75%
Newspaper Ads	75%
Internet	25%

Occupation Size

This information is not available for non-OES occupations.

Employee Profile

97% Female

3% Male

Where the Jobs Are

SIC 5149 – Groceries and Related Products

SIC 5311 – Department Stores

SIC 5511 – Motor Vehicle Dealers

SIC 6022 – State Commercial Banks

SIC 7011 – Hotels and Motels

SIC 8211 – Elementary and Secondary Schools

SIC 9030 – Local Government, Excluding
Hospital and Education

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months

Most (63%) employers expect employment in this occupation to remain stable, some (31%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Many (50%) employers promote their employees to higher level positions, such as: Personnel Analysts, Human Resource Analysts, Supervisors, Store Managers, and General Managers.

Skills Important for Career Advancement

Knowledge of union contracts and laws, conflict resolution, communication, customer service, multi-tasking, and management skills

State Outlook

This information is not available for non-OES occupations.

Related DOT Codes

See Appendix A

California Occupational Guide Number

135

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Business Administration and Management, General*
Human Resources Management

California Polytechnic State University, Extended Studies
Programs: *Human Resources Management*

Cuesta College

Programs: *Business Administration and Management, General*

University of La Verne

Programs: *Business Administration and Management, General*
Organizational Behavior Studies

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 2000 – 2002

Human Service Workers

OES 273080

17 Firms Responded

137 Jobs Represented

Job Description

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. This occupation does not include Residential Counselors and Psychiatric Technicians.

Common Job Titles

Social Workers, Program Coordinators, and Executive Directors

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$7.00 – \$19.25	\$8.75
New hires, experienced	\$8.00 – \$25.67	\$12.27
3+ years with firm	\$9.00 – \$30.00	\$13.63

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	53%	6%	24%	6%
Dental Insurance:	47%	6%	24%	6%
Vision Insurance:	24%	0%	18%	6%
Life Insurance:	47%	0%	6%	0%
Sick Leave:	82%	12%	0%	0%
Vacation:	82%	18%	0%	0%
Retirement Plan:	41%	0%	12%	0%
Child Care:	6%	0%	0%	0%

Unionization

88% Non-Union

Hours

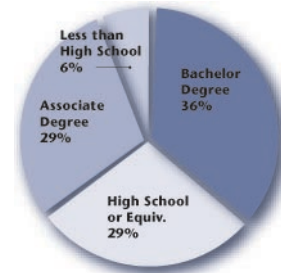
Most (72%) employees in this occupation work full time – 40 hours/week, some work part time – 24 hours/week, and a few work temporary – 10 hours/week.

Shifts

All (100%) responding employers offer day shifts, some offer shifts determined on an as-need basis, and a few offer swing and graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	59%
Not Required	17%
Preferred	24%

Almost all responding employers require or prefer an average of 18 months of prior work experience. Most (75%) responding employers accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	18%
Not Required	82%
Preferred	0%

A few responding employers require an average of 25 months of work related training.

Skills Information

Skills in: understanding of a variety of cultures, knowledge of protective services for children and adults, veterans services, and geriatrics; Ability to: think logically, interview others for information, and treat substance abuse; Licenses: Associate Clinical Social Worker (ACSW) or Licensed Clinical Social Worker (LCSW)

New skills sought by a few employers were good people skills, case management, and patience.

Computer software skills were sought by many employers in word processing programs and a few employers sought computer software skills in spreadsheet, database, and basic computer software programs.

Employment Trends

Supply & Demand Assessment

Many (41%) employers found hiring inexperienced qualified applicants to be very difficult. Many (59%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	5%
Remained Stable	71%
Grew	24%

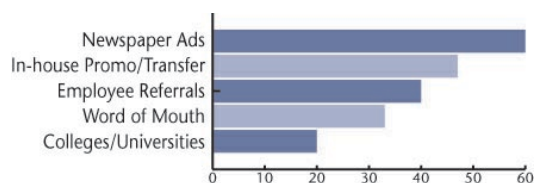
Sources of Filled Vacancies

Of the 73 positions filled in the last 12 months, 53% were hired to fill vacated positions, 42% were hired to fill new positions, and 5% were hired to fill vacated positions due to promotions.

Turnover

40%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Medium (160 – 210)

Employee Profile

72% Female
28% Male

Where the Jobs Are

SIC 8322 – Individual and Family Social Services
SIC 8331 – Job Training and Vocational Rehabilitation Services
SIC 8361 – Residential Care
SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:

Much faster than average (31.3%)

Over the Next 24 Months

Most (65%) employers expect employment in this occupation to remain stable while some (35%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (47%) employers promote their employees to higher level positions, such as: Supervisors, Program Managers, Directors, and Assistant Administrators.

Skills Important for Career Advancement

Continued education, field experience, communication, assessment, client behavior, judgment, and interpersonal skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 56.3% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

564

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Clinical and Medical Social Work*

Cuesta College
Programs: *Family and Community Services*

Industrial Truck and Tractor Operators

OES 979470

18 Firms Responded
152 Jobs Represented

Job Description

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with forklift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. This category does not include Logging Tractor Operators.

Common Job Titles

Truck Driver/Boss, Dock Labor, Warehousemen, Forklift Operators and Equipment Operators

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.00 – \$10.00	\$8.25
New hires, experienced	\$7.00 – \$15.00	\$9.00
3+ years with firm	\$8.00 – \$18.00	\$12.00

Other forms of compensation paid by a few employers include a bonus ranging from an additional \$.58 to \$.72 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	28%	6%	61%	0%
Dental Insurance:	22%	6%	50%	0%
Vision Insurance:	11%	0%	44%	0%
Life Insurance:	39%	6%	17%	0%
Paid Sick Leave:	50%	6%	0%	0%
Paid Vacation:	83%	6%	6%	0%
Retirement Plan:	44%	0%	17%	6%
Child Care:	0%	0%	0%	0%

Unionization

94% Non-Union

Hours

Almost all (91%) employees in this occupation work full time – 40 hours/week, part time employees – 20 hours/week, and temporary on call employees – 40 hours/week.

Shifts

Almost all employees work the day shift, while a few employees work swing, graveyard and other shifts such as 12-hour shifts.

Employer Requirements

Minimum Level of Education Required

Less Than High School	39%
High School or Equivalent	61%

Job Required Training

Required	17%
Not Required	78%
Preferred	5%

Technical or vocational training preferred by a few responding employers includes an average of 11 months in training to operate industrial trucks or tractors while securing a California Class A license (Gross Vehicle Weight of more than 10,000 pounds) or a Class B license (Gross Vehicle Weight of less than 10,000 pounds).

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Experience Required

Required	44%
Not Required	33%
Preferred	22%

Some (33%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to two years of previous work experience.

Skills Information

Skills in: adherence to safe practices and regulations, good driving skills, communication skills, time management skills, inventory control software skills, and mechanical skills

Computer software skills sought by a few employers include word-processing, spreadsheet, and manufacturing software.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find fully experienced qualified applicants and not difficult to find inexperienced applicants.

Industrial Truck and Tractor Operators

Researched in 2000

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	61%
Employee Referrals	72%
Walk-in Applications	61%

Turnover

14%

Occupation Size

Small (50)

Employee Profile

3% Female

97% Male

Where the Jobs Are

SIC 4213 – Trucking, except Local

Projections

Growth Rate: Remain Stable (0.0%)

In the last 12 months, percentage of firms whose employment:

Declined 0%

Remained Stable 72%

Grew 28%

Source of Filled Vacancies:

Of the 31 positions filled in the past 12 months, 10% were hired to fill positions vacated due to promotion, 61% were hired to fill vacated positions, and 29% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (61%) stated that they expected employment in this occupation to remain stable, while some employers (39%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (94%) promote their employees to higher level positions such as Shipping/Receiving Manager, Route Supervisor, Warehouse Manager, and Production Supervisor.

Skills Important for Career Advancement

Include mechanical skills, computer knowledge, and good communication

State Outlook

Between 1998 and 2008, this occupation is expected to grow 21.5%, while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Unavailable



Instructors and Coaches – Sports and Physical Training

OES 313210

18 Firms Responded

367 Jobs Represented

Job Description

Sports and Physical Training Instructors and Coaches instruct or coach groups or individuals in the fundamentals of sports. They demonstrate techniques and methods of participation, and observe and inform participants of corrective measures necessary to improve their skills. This category does not include persons required to hold teaching credentials or who coach professional athletic teams.

Common Job Titles

Athletic Team Coach, Golf Professional, Fitness Trainer, Aerobic Instructor, and Group Fitness Instructor

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.00 – \$7.67	\$7.00
New hires, experienced	\$6.50 – \$16.00	\$8.00
3+ years with firm	\$7.67 – \$20.00	\$10.00

Union Wages

	Range	Median
New hires, no experience	\$7.67 – \$7.67	\$7.67
New hires, experienced	\$6.14*– \$25.70	\$7.67
3+ years with firm	\$6.14*– \$28.85	\$8.05

*Out of pattern wages can occur when employers do not hire in all experience levels.

Other forms of compensation paid by a few employers include bonuses and commission ranging from an additional \$.43 to \$12.00 per hour. This occupation encompasses a variety of different types of coaches. All of the elementary, junior high, and high school team coaches included in this sample work as credential teachers in addition to coaching. For this group, the wages reported here are for coaching only and are typically paid as a stipend by the school system for the duration of a single sports season.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	22%	6%	0%	0%
Dental Insurance:	17%	0%	6%	6%
Vision Insurance:	11%	6%	0%	0%
Life Insurance:	0%	0%	6%	6%

Employer Pays All Shared Cost

	FT	PT	FT	PT
Paid Sick Leave:	17%	6%	0%	0%
Paid Vacation:	22%	11%	0%	0%
Retirement Plan:	0%	0%	11%	11%
Child Care:	0%	17%	0%	6%

Other benefits offered include free fitness club membership and chiropractic care.

Unionization

72% Non-Union

Hours/Shifts

Individuals who coach sports teams at the high school, junior high school or elementary level work a range of hours usually after school and some weekends. Golf professionals, aerobics instructors, gymnastics instructors, dance instructors, and fitness trainers typically work days and only part time hours, but some do work full time. College level athletic coaches work full time and the hours vary.

Employer Requirements

Minimum Level of Education Required

Less Than High School	11%
High School or Equivalent	61%
Associate Degree	17%
Bachelor Degree	6%
Graduate Study	5%

Job Required Training

Required	28%
Not Required	67%
Preferred	5%

Technical or vocational training is required by some (28%) of responding employers including an average of 7 months in the particular sport, CPR/first aid, physical therapy and exercise physiology.

Training as a Substitute for Previous Work Experience

Yes	59%
No	41%

Experience Required

Required	78%
Not Required	5%
Preferred	17%

Instructors and Coaches – Sports and Physical Training

Researched in 2000

Some (31%) of responding employers accept experience in coaching, physical training, and other fitness occupations, to meet their minimum requirement.

The employers who seek work experience require approximately one year of previous work experience in a related field. A few firms require as much as 5 years of previous work experience in a related field.

Skills Information

Skills in: motivation of individuals, leadership, instruction, and good interpersonal skills

Computer software skills sought by some employers include word processing, spreadsheet, database, and desktop publishing.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	39%
Employee Referrals	67%
In-House Promotion or Transfer	44%

Turnover

8%

Occupation Size

Large (250 – 330)

Employee Profile

33% Female

67% Male

Where the Jobs Are

SIC 8211 – Elementary and Secondary Schools

SIC 8221 – Colleges and Universities

Projections

Growth Rate: Much Faster than Average (32.0%)

In the last 12 months, percentage of firms whose employment:

Declined 0%

Remained Stable 61%

Grew 39%

Source of Filled Vacancies:

Of the 189 positions filled in the past 12 months, 4% were hired to fill positions vacated by individuals who were promoted, 12% were hired to fill vacated positions, 14% were hired to fill new positions, and 70% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Half of the firms stated that they expected employment in this occupation to remain stable, while the remaining 50% of firms expect employment to grow.

Other Relevant Information

Career Track

Most employers (72%) promote their employees to higher level positions such as Head Coach, Head Professional, Fitness Director, Program Manager, and Program Director.

Skills Important for Career Advancement

Proficiency in sport and instructing, winning seasons, management skills, communication and responsibility

State Outlook

Between 1998 and 2008, this occupation is expected to grow 29.9% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Health and Physical Education, General Physical Education Teaching and Coaching*

Cuesta College

Programs: *Physical Education Teaching and Coaching*

Janitors and Cleaners – Except Maids & Housekeeping Cleaners

OES 670050

15 Firms Responded

379 Jobs Represented

Job Description

Janitors and Cleaners (except Maids and Housekeeping Cleaners) keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing garbage. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk.

Common Job Titles

Custodians and Janitors

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.50 – \$7.00	\$7.00
New hires, experienced	\$6.50 – \$8.00	\$7.50
3+ years with firm	\$7.00 – \$10.00	\$8.50

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.05 to \$0.10 per hour.

Union Wages

	Range	Median
New hires, no experience	\$9.43 – \$12.28	\$11.25
New hires, experienced	\$9.43 – \$12.37	\$11.36
3+ years with firm	\$9.91 – \$13.88	\$12.60

Other forms of compensation paid by a few employers include shift differentials ranging from an additional \$0.84 to \$1.02 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	33%	27%
Dental Insurance:	20%	0%	33%	27%
Vision Insurance:	20%	0%	33%	27%
Life Insurance:	20%	0%	0%	7%
Paid Sick Leave:	60%	20%	0%	0%
Paid Vacation:	60%	20%	0%	7%
Retirement Plan:	40%	13%	13%	20%
Child Care:	7%	0%	0%	0%

Unionization

53% Union

Hours

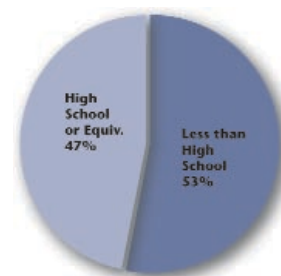
Most (71%) employees in this occupation work full time – 40 hours/week, some work part time – 19 hours/week, and a few work temporary – 26 hours/week.

Shifts

Most (67%) responding employers offer day shifts, many offer graveyard shifts, and some offer swing and evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	13%
Not Required	33%
Preferred	54%

Most responding employers require or prefer an average of 7 months of prior work experience. Almost all (80%) responding employers accept experience in other occupations, such as Maintenance Workers or Housekeepers, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	70%
No	30%

Technical or Vocational Training

Required	0%
Not Required	93%
Preferred	7%

A few responding employers prefer one month of commercial cleaning training.

Janitors and Cleaners – Except Maids & Housekeeping Cleaners

Researched in 2001

Skills Information

Skills in: tile repair, window washing, and understanding of cleaning compounds and solutions; Ability to: operate floor polishing equipment and work independently

Computer software skills were not sought by a significant amount of employers.

Employment Trends

Supply & Demand Assessment

Almost all (86%) employers found hiring inexperienced qualified applicants not difficult. A few (14%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	7%
Remained Stable	53%
Grew	40%

Sources of Filled Vacancies

Of the 123 positions filled in the last 12 months, 50% were hired to fill vacated positions, 24% were hired to fill temporary positions, 20% were hired to fill new positions, and 6% were hired to fill vacated positions due to promotions.

Turnover

19%

The four recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
Employee Referrals	53%
In-house Promotion or Transfer	27%
Internet	27%

Occupation Size

Very Large (1,290 – 1,430)

Employee Profile

66% Male

34% Female

Where the Jobs Are

SIC 7011 – Hotels and Motels

SIC 7349 – Building Cleaning and Maintenance Services

SIC 8211 – Elementary and Secondary Schools

SIC 8221 – Colleges, Universities, and Professional Schools

SIC 8222 – Junior Colleges and Technical Institutes

Projections

1999 – 2006 Growth Rate:

Slower than average (10.9%)

Over the Next 24 Months

Most (67%) employers expect employment in this occupation to remain stable and some (33%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (67%) employers promote their employees to higher level positions, such as: Lead Custodians, Supervisors, and Managers.

Skills Important for Career Advancement

Dependability, communication, and supervisory skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 16.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

88

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College

Programs: *Building/Property Maintenance and Manager*

Lab Technicians – Winery

NON-OES 029.261-999

7 Firms Responded
16 Jobs Represented

Job Description

Lab Technicians – Winery work under close supervision, conducting and analyzing laboratory/quality control tests as prescribed by company procedure and, when applicable, ensures compliance with State and Federal regulations. This is the entry-level position.

Common Job Titles

Lab Technician

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$11.03	\$8.75
New hires, experienced	\$7.00 – \$12.00	\$10.00
3+ years with firm	\$7.00 – \$14.38	\$13.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$.44 to \$.54 per hour. We are not including wages for employees of firms who do these duties for this occupation considerably less than 50% of the time.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	43%	0%	43%	0%
Dental Insurance:	29%	0%	43%	0%
Vision Insurance:	14%	0%	29%	0%
Life Insurance:	43%	0%	14%	0%
Paid Sick Leave:	57%	0%	0%	0%
Paid Vacation:	86%	0%	0%	0%
Retirement Plan:	14%	0%	43%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

Almost all (81%) employees in this occupation work full time – 40 hours/week while the temporary seasonal employees – 38 hours/week.

Shifts

All employees (100%) work the day shift, while a few employees work extra hours during the wine-harvesting season.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	72%
Associate Degree	14%
Bachelor Degree	14%

Job Required Training

Required	43%
Not Required	14%
Preferred	43%

Technical or vocational training is required by some (43%) employers and preferred by some (43%) employers with an average of 4 months in lab or chemistry science.

Training as a Substitute for Previous Work Experience

Yes	67%
No	33%

Experience Required

Required	14%
Not Required	14%
Preferred	72%

All (100%) responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between three months and two years of previous work experience in a related field.

Skills Information

Attention to detail, flexibility, lab analysis skills, and organizational skills

Computer software skills sought by responding employers include word processing (71%), spreadsheet (100%), database (29%), and skills using computers such as AS/400s.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	71%
Employee Referrals	57%
Colleges/Universities	57%

Turnover

19%

Occupation Size

The information is not available for non-OES occupations.

Employee Profile

56% Female

44% Male

Where the Jobs Are

SIC 2084 – Wineries

Projections

Growth Rate: The information is not available for non-OES occupations.

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	57%
Grew	43%

Source of Filled Vacancies:

Of the 10 positions filled in the past 12 months, 10% were hired to fill positions vacated by promoted individuals, 20% were hired to fill vacated positions, 50% were hired to fill new positions, and 20% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (57%) stated that they expected employment in this occupation to remain stable, while many (43%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (86%) promote their employees to higher level positions such as Senior Lab Tech, Lab Manager, Cellar Master/Foreman, and Ecologist/Winemaker. In smaller firms it is not uncommon for owners/winemakers to do this job.

Skills Important for Career Advancement

Management skills, team oriented attitude, analytical skills, and experience

State Outlook

The information is not available for non-OES occupations.

Related DOT Codes

Unavailable

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Crop Production Operations and Management*

Cuesta College

Programs: *Crop Production Operations and Management*



Laborers, Landscaping and Groundskeeping

OES 790410

16 Firms Responded
164 Jobs Represented

Job Description

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. Laborers may work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

Common Job Titles

Groundworker, Groundskeeper, and
Landscape/Parks Maintenance

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$7.00	\$6.25
New hires, experienced	\$6.00 – \$9.00	\$7.75
3+ years with firm	\$7.00 – \$14.00	\$10.00

Union Wages

	Range	Median
New hires, no experience	\$9.76 – \$10.94	\$10.35
New hires, experienced	\$10.25 – \$13.89	\$11.32
3+ years with firm	\$11.30 – \$15.53	\$12.81

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	25%	0%	44%	6%
Dental Insurance:	19%	0%	25%	0%
Vision Insurance:	31%	0%	13%	0%
Life Insurance:	19%	0%	6%	0%
Paid Sick Leave:	44%	0%	6%	0%
Paid Vacation:	81%	0%	6%	0%
Retirement Plan:	19%	0%	25%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include free uniforms.

Unionization

75% Non-Union

Hours

Most (72%) employees in this occupation work full time – 40 hours/week, part time – 27 hours/week, temporary on call – 40 hours/week, and temporary seasonal – 32 hours/week.

Shifts

Almost all employees work the day shift while a few employees work swing shifts.

Employer Requirements

Minimum Level of Education Required

Less Than High School	31%
High School or Equivalent	63%
Associate Degree	6%

Job Required Training

Required	6%
Not Required	69%
Preferred	25%

Technical or vocational training preferred by some (25%) responding employers includes an average of 9 months in irrigation technical work and landscaping courses.

Training as a Substitute for Previous Work Experience

Yes	45%
No	55%

Experience Required

Required	13%
Not Required	31%
Preferred	56%

Most (64%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three months to two years of previous work experience in a related field.

Skills Information

Ability to: work hard, do groundskeeping work well, work with others, show responsibility and dependability

New skills sought by employers were handling and operating maintenance equipment and working well with people.

Computer software skills were not sought by almost all employers, however a few noted that skills using designing software such as AutoCAD were useful.

Laborers, Landscaping and Groundskeeping

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced applicants but it is not difficult to find fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	69%
Employee Referrals	75%
Walk-In Applicants	75%

Turnover

15%

Occupation Size

Very Large (1,380 – 1,560)

Employee Profile

9% Female
91% Male

Where the Jobs Are

SIC 0781 – Landscape Counseling and Planning
SIC 0782 – Lawn and Garden Services
SIC 9512 – Land, Mineral, Wildlife, and Forest Conservation

Projections

Growth Rate: Average (13.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	56%
Grew	44%

Source of Filled Vacancies:

Of the 65 positions filled in the past 12 months, 9% were hired to fill positions vacated by individuals who were promoted, 29% were hired to fill vacated positions, 26% were hired to fill new positions, and 35% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Half of the employers (50%) stated that they expected employment in this occupation to remain stable, while the other half (50%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (94%) promote their employees to higher level positions such as Maintenance Crew Leader, Foreperson, Superintendent, Grounds Supervisor, and Area Manager.

Skills Important for Career Advancement

Employers indicated that they were looking for problem solving skills, above average performance, good client interaction, and trouble shooting skills.

State Outlook

Between 1998 and 2008, this occupation is expected to grow 32.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

Unavailable

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Ornamental Horticulture Operations and Management*
Cuesta College
Programs: *Horticulture Science*



Laundry and Dry-Cleaning Machine Operators and Tenders – Except Pressing

OES 927260

15 Firms Responded
77 Jobs Represented

Job Description

Laundry and Dry-Cleaning Machine Operators and Tenders - except Pressing operate or tend washing or dry-cleaning machines to clean or dry-clean commercial, industrial, or household articles, such as suede, leather, and cloth garments, furs, blankets, draperies, fine linens, rugs, and carpets.

Common Job Titles

Laundry Attendant, Laundry Assistant, and Laundry Worker

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$6.50	\$6.25
New hires, experienced	\$5.75 – \$9.00	\$6.50
3+ years with firm	\$6.25 – \$10.50	\$7.50

Other forms of compensation paid by a few employers comes in the form of commissions with a range of approximately \$1.15 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	33%	0%	53%	7%
Dental Insurance:	13%	0%	33%	7%
Vision Insurance:	0%	0%	20%	0%
Life Insurance:	20%	0%	27%	0%
Paid Sick Leave:	47%	7%	0%	0%
Paid Vacation:	80%	13%	7%	0%
Retirement Plan:	13%	7%	20%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

Most employees in this occupation work full time – 39 hours/week, part time – 27 hours/week, and seasonal – 40 hours/week.

Shifts

Almost all employees work the day shift, some employees work swing shifts, and a few work the graveyard shift.

Employer Requirements

Minimum Level of Education Required

Less Than High School	60%
High School or Equivalent	40%

Job Required Training

Required	0%
Not Required	93%
Preferred	7%

Technical or vocational training preferred by few responding employers includes an average of 7 months in general vocational training.

Training as a Substitute for Previous Work Experience

Yes	83%
No	17%

Experience Required

Required	7%
Not Required	60%
Preferred	33%

Most (67%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three to twelve months of previous work experience in a related field.

Skills Information

Employers indicate that they are looking for responsible individuals who are friendly and have good attention to detail.

New skills sought by a few employers were book-keeping, supervisory skills and bilingual language skills.

Computer software skills were not reported to be important by almost all employers. A few firms indicated that spreadsheet skills were desirable.

Laundry and Dry-Cleaning Machine Operators and Tenders – Except Pressing

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants while it is only moderately difficult to find inexperienced applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	73%
Employee Referrals	73%
Walk-In Applicants	73%

Turnover

25%

Occupation Size

Small (80 – 90)

Employee Profile

82% Female

18% Male

Where the Jobs Are

SIC 7011 – Hotels and Motels

SIC 7212 – Agents for Laundries and Dry Cleaners

SIC 7215 – Coin-Operated Laundries and Dry Cleaning

Projections

Growth Rate: Average (12.5%)

In the last 12 months, percentage of firms whose employment:

Declined 0%

Remained Stable 80%

Grew 20%

Source of Filled Vacancies:

Of the 23 positions filled in the past 12 months, 4% were hired to fill positions vacated by individuals who were promoted, 78% were hired to fill vacated positions, and 17% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Almost all employers (80%) stated that they expected employment in this occupation to remain stable, while some (20%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (87%) promote their employees to higher level positions such as Assistant Housekeeper, Supervisor, and Manager.

Skills Important for Career Advancement

Team work, people skills, bilingual language skills, leadership and motivational skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 20.4% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Unavailable



Loan and Credit Clerks

OES 531210

17 Firms Responded
97 Jobs Represented

Job Description

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customers of acceptance or rejection of credit. This category does not include Loan Interviewers.

Common Job Titles

Loan Processors, Loan Officers, Loan Clerks, and Loan Service Representatives

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.47 – \$10.00	\$8.63
New hires, experienced	\$8.05 – \$14.38	\$10.88
3+ years with firm	\$9.21 – \$19.18	\$13.23

Other forms of compensation paid by a few employers include bonuses and incentives ranging from an additional \$.52 to \$4.24 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	35%	0%	47%	24%
Dental Insurance:	24%	0%	53%	24%
Vision Insurance:	18%	0%	53%	24%
Life Insurance:	35%	18%	35%	0%
Paid Sick Leave:	65%	12%	18%	0%
Paid Vacation:	82%	18%	12%	0%
Retirement Plan:	18%	6%	41%	6%
Child Care:	0%	0%	12%	0%

Unionization

100% Non-Union

Hours

Almost all (92%) employees in this occupation work full time – 41 hours/week while the part time employees work 26 hours/week.

Shifts

All employees (100%) work the day shift.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	88%
Associate Degree	0%
Bachelor Degree	12%

Job Required Training

Required	0%
Not Required	76%
Preferred	24%

Technical or vocational training preferred by some responding employers includes an average of 11 months in computer skills, and banking (such as loan processing knowledge, finance, and escrow).

Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

Experience Required

Required	24%
Not Required	29%
Preferred	47%

Most (83%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to four years of previous work experience in a related field.

Skills Information

Skills in: communication, customer service, computers, and accuracy

New skills sought by employers were analytical skills, understanding legal documents, interviewing skills, and loan software.

Computer software skills sought by responding employers include word processing (88%), spreadsheet (75%), database (25%), desktop publishing (6%), and other skills such as using the internet and banking software.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	71%
Employee Referrals	71%
In-House Promotion or Transfer	76%

Turnover

18%

Occupation Size

Small (60)

Employee Profile

90% Female

10% Male

Where the Jobs Are

SIC 6022 – State Commercial Banks

SIC 6061/6062 – Credit Unions

Projections

Growth Rate: Remain Stable (0.0%)

In the last 12 months, percentage of firms whose employment:

Declined	5%
Remained Stable	71%
Grew	24%

Source of Filled Vacancies:

Of the 24 positions filled in the past 12 months, 17% were hired to fill positions vacated by individuals who were promoted, 54% were hired to fill vacated positions, and 29% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (71%) stated that they expected employment in this occupation to remain stable, while some (29%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (82%) promote their employees to higher level positions such as Branch Manager, Loan Officer, Specialist, and Supervisory positions.

Skills Important for Career Advancement

Excellent customer service, management skills, analytical skills, initiative, and the ability to do all the tasks associated with loan processing

State Outlook

Between 1998 and 2008, this occupation is expected to grow 10.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Financial Management and Services, Other*

San Luis Coastal Adult School

Programs: *Finance, General*

Loan Officers and Counselors

OES 211080

16 Firms Responded
138 Jobs Represented

Job Description

Loan Officers and Counselors evaluate, authorize, or recommend approval of commercial or real estate loans and credit loans or advise borrowers on financial status and methods of payments. This occupation includes such occupations as Mortgage Loan Officers or Agents, Collection Analysts, and Loan Servicing Officers.

Common Job Titles

Loan Officers and Mortgage Officers

Wages and Benefits

Non-Union Wages*

	Range	Median
New hires, no experience	\$6.90 – \$28.77	\$10.07
New hires, experienced	\$9.21 – \$38.36	\$16.85
3+ years with firm	\$11.50 – \$38.36	\$19.66

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.43 to \$1.73 per hour.

*A few employers base wages were converted from a commission pay scale to an hourly wage scale for ease of comparison.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	38%	0%	50%	6%
Dental Insurance:	38%	0%	50%	6%
Vision Insurance:	38%	0%	44%	6%
Life Insurance:	50%	0%	25%	6%
Sick Leave:	63%	0%	6%	0%
Vacation:	69%	0%	6%	0%
Retirement Plan:	31%	0%	31%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

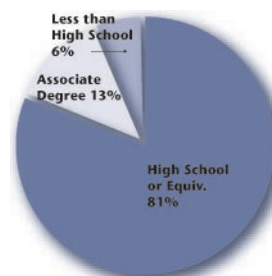
Almost all (98%) employees in this occupation work full time – 39 hours/week and a few employees work part time – 25 hours/week.

Shifts

Almost all (94%) responding employers offer day shifts and a few responding employers offer flexible shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	12%
Preferred	25%

Almost all responding employers require or prefer an average of 29 months of prior work experience. Many (55%) responding employers accept experience in other financial industry related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Technical or Vocational Training

Required	13%
Not Required	81%
Preferred	6%

A few responding employers require or prefer an average of 4 months of real estate or financial training.

Skills Information

Skills in: public contact, knowledge of government loan procedures, customer service, and understanding of regulations affecting financial institutions and conventional loans; Ability to: think logically, handle credit and collections, apply sales techniques, and interview others for information; Licenses: Broker's and California Real Estate Sales Agent

Loan Officers and Counselors

Researched in 2002

New skills sought by a few employers were good math and accounting.

Computer software skills were sought by most employers in word processing programs, many employers sought skills in spreadsheet, loan, and basic computer programs, and a few employers sought skills in database programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be very difficult. Most (63%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	37%
Grew	63%

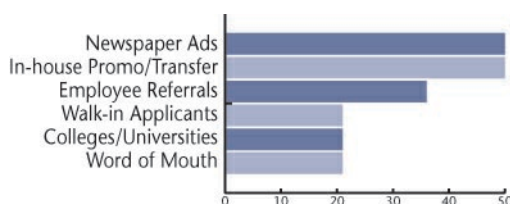
Sources of Filled Vacancies

Of the 35 positions filled in the last 12 months, 60% were hired to fill new positions, 26% were hired to fill vacated positions, and 14% were hired to fill vacated positions due to promotions.

Turnover

12%

The six recruitment strategies most successfully used by employers include:



Occupation Size

Medium (140 – 170)

Employee Profile

60% Female

40% Male

Where the Jobs Are

SIC 6021 – National Commercial Banks

SIC 6022 – State Commercial Banks

SIC 6162 – Mortgage Bankers and Loan Correspondents

SIC 6163 – Loan Brokers

Projections

1999 – 2006 Growth Rate:

Faster than average (21.4%)

Over the Next 24 Months

Many (56%) employers expect employment in this occupation to grow, some (38%) employers expect employment in this occupation to remain stable, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (81%) employers promote their employees to higher level positions, such as: Senior Loan Officers, Credit Administrators, Consumer Loan Supervisors/Managers, and Vice Presidents.

Skills Important for Career Advancement

Knowledge of loan packages, established clientele, understanding of banking operations, customer service, communication, organization, and good people skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 19.2% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

526

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Finance and Financial Management Services, Other*
MacTeacher
Programs: *Finance, General*

San Luis Coastal Adult School
Programs: *Finance, General*
West Coast Schools
Programs: *Real Estate*

Maintenance Repairers – General Utility

OES 851320

17 Firms Responded
49 Jobs Represented

Job Description

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

Common Job Titles

Maintenance Technicians and Maintenance Workers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$7.00 – \$13.98	\$7.50
New hires, experienced	\$9.00 – \$15.41	\$12.00
3+ years with firm	\$9.00 – \$20.07	\$15.50

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$1.50 to \$1.61 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	41%	0%	35%	6%
Dental Insurance:	29%	0%	24%	0%
Vision Insurance:	18%	0%	24%	0%
Life Insurance:	35%	0%	12%	0%
Paid Sick Leave:	76%	0%	0%	0%
Paid Vacation:	88%	6%	0%	0%
Retirement Plan:	35%	0%	12%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include short-term and long-term disability.

Unionization

94% Non-Union

Hours

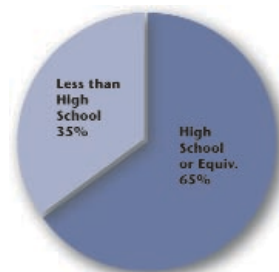
Almost all (80%) employees in this occupation work full time – 40 hours/week, a few work part time – 21 hours/week, and a few work temporary – 20 hours/week.

Shifts

Almost all (94%) responding employers offer day shifts, some offer swing shifts, and a few offer graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	71%
Not Required	18%
Preferred	11%

Almost all responding employers require or prefer an average of 23 months of prior work experience. Some (31%) responding employers accept experience in other occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Technical or Vocational Training

Required	30%
Not Required	35%
Preferred	35%

Most responding employers require or prefer an average of 11 months of maintenance repair, heating, air conditioning, refrigeration, electrical, or mechanical training.

Maintenance Repairers – General Utility

Researched in 2001

Skills Information

Skills in: record keeping, carpentry, painting, welding, plumbing, and electrical; Ability to: read blueprints and operate power hand tools

Computer software skills were sought by a few employers in word processing, spreadsheet, and database programs.

Employment Trends

Supply & Demand Assessment

Some (29%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (71%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	76%
Grew	24%

Sources of Filled Vacancies

Of the 17 positions filled in the last 12 months, 65% were hired to fill vacated positions, 18% were hired to fill temporary positions, 12% were hired to fill new positions, and 5% were hired to fill positions due to promotions.

Turnover

26%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	82%
Employee Referrals	53%
In-house Promotion or Transfer	47%

Occupation Size

Very Large (980 – 1,120)

Employee Profile

92% Male
8% Female

Where the Jobs Are

SIC 6512 – Operators of Nonresidential Buildings
SIC 6513 – Operators of Apartment Buildings
SIC 6515 – Operators of Residential Mobile Home Sites
SIC 6531 – Real Estate Agents and Managers
SIC 7011 – Hotels and Motels
SIC 8222 – Junior Colleges and Technical Institutes

Projections

1999 – 2006 Growth Rate:
Slower than average (14.3%)

Over the Next 24 Months

Most (76%) employers expect employment in this occupation to remain stable while some (24%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (47%) employers promote their employees to higher level positions, such as: Assistant Managers, Supervisors, and Maintenance Managers.

Skills Important for Career Advancement

Electrical, mechanical, work effectively with others, and ability to manage a team

State Outlook

Between 1998 and 2008, this occupation is expected to grow 16.9% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

560

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College
Programs: *Building/Property Maintenance and Manager*
Welder/Welding Technologist

Plumbers and Pipe Fitters Union Local 460
Programs: *Plumber and Pipefitter*
Welder/Welding Technologist

Marketing, Advertising, and Public Relations Managers

OES 130110

16 Firms Responded
25 Jobs Represented

Job Description

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

Common Job Titles

Marketing Managers, Public Relations Managers, and Account Managers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	Insufficient Data	
New hires, experienced	\$10.00 – \$23.01	\$15.13
3+ years with firm	\$11.00 – \$28.77	\$16.92

Other forms of compensation paid by some employers include bonuses and commissions ranging from an additional \$0.96 to \$8.63 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	44%	0%	50%	0%
Dental Insurance:	31%	0%	38%	0%
Vision Insurance:	19%	0%	31%	0%
Life Insurance:	50%	0%	19%	0%
Paid Sick Leave:	100%	0%	0%	0%
Paid Vacation:	100%	0%	0%	0%
Retirement Plan:	44%	0%	25%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include cafeteria plans.

Unionization

100% Non-Union

Hours

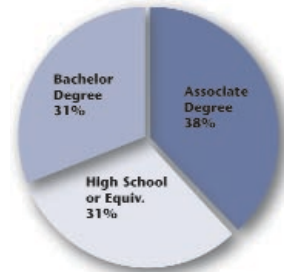
All (100%) employees in this occupation work full time – 42 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	81%
Not Required	6%
Preferred	13%

Almost all responding employers require or prefer an average of 30 months of prior work experience. Many (57%) responding employers accept experience in sales management, customer service or media related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	20%
No	80%

Technical or Vocational Training

Required	12%
Not Required	69%
Preferred	19%

Some responding employers require or prefer an average of 11 months of computer graphics, commercial advertising, marketing, or sales training.

Skills Information

Skills in: understanding labor relations practices and media; Ability to: analyze and use market research data and reports, meet deadlines, and maintain business relations

Computer software skills were sought by almost all employers in word processing programs, most employers sought skills in spreadsheet programs, many employers sought skills in desktop pub-

Marketing, Advertising, and Public Relations Managers

Researched in 2001

lishing and database programs, and some employers sought skills in Internet and business programs.

Employment Trends

Supply & Demand Assessment

A few (19%) employers found hiring inexperienced qualified applicants to be moderately difficult. Almost all (81%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	100%
Grew	0%

Sources of Filled Vacancies

Of the 5 positions filled in the last 12 months, 60% were hired to fill vacated positions and 40% were hired to fill positions due to promotions.

Turnover

20%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
Employee Referrals	67%
In-house Promotion or Transfer	40%

Occupation Size

Large (330 – 420)

Employee Profile

80% Female
20% Male

Where the Jobs Are

SIC 2084 – Wines, Brandy, and Brandy Spirits
SIC 4833 – Television Broadcasting Stations
SIC 5182 – Wine and Distilled Alcoholic Beverages

SIC 6732 – Educational, Religious, and Charitable Trusts

SIC 7011 – Hotels and Motels

SIC 7311 – Advertising Agencies

SIC 8611 – Business Associations

SIC 8748 – Business Consulting Services

Projections

1999 – 2006 Growth Rate:

Must faster than average (27.3%)

Over the Next 24 Months

Almost all (88%) employers expect employment in this occupation to remain stable and a few (12%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (50%) employers promote their employees to higher level positions, such as: Sales Managers, General Managers, Directors, and Vice Presidents.

Skills Important for Career Advancement

Creativity, leadership, problem solving, product knowledge, motivation, and communication skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 28.8% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

276

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Business Administration and Management, General Marketing Management and Research, Other Public Relations and Organizational Communications*

California Polytechnic State University, Extended Studies
Programs: *Marketing Management and Research, Other*

Cuesta College
Programs: *Business Administration and Management, General Marketing Operations/Marketing and Distribution, Other*
University of La Verne
Programs: *Business Administration and Management, General*

Medical Records Technicians

OES 329110

16 Firms Responded
64 Jobs Represented

Job Description

Medical Records Technicians compile and maintain medical records of hospital and clinic patients.

Common Job Titles

Medical Records Clerks and Medical Receptionists

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$10.00	\$9.00
New hires, experienced	\$8.00 – \$13.00	\$10.25
3+ years with firm	\$8.00 – \$14.50	\$11.48

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	50%	0%	31%	0%
Dental Insurance:	13%	0%	38%	0%
Vision Insurance:	13%	0%	31%	0%
Life Insurance:	31%	0%	6%	0%
Paid Sick Leave:	69%	6%	6%	0%
Paid Vacation:	81%	6%	0%	0%
Retirement Plan:	19%	0%	25%	6%
Child Care:	6%	0%	6%	0%

Unionization

100% Non-Union

Hours

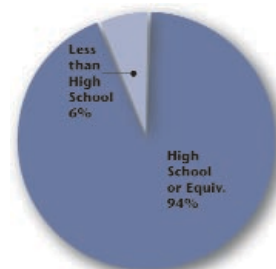
Most (69%) employees in this occupation work full time – 40 hours/week and some (31%) employees work part time – 27 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	31%
Not Required	6%
Preferred	63%

Almost all responding employers require or prefer an average of 11 months of prior work experience. Most (67%) responding employers accept experience in other occupations, such as positions within the medical, dental, or office settings, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	60%
No	40%

Technical or Vocational Training

Required	13%
Not Required	75%
Preferred	12%

Some responding employers require or prefer an average of 5 months of computer or medical record administration training.

Skills Information

Skills in: transcription, analysis, understanding of medical terminology, and Medicare rules and regulations; Ability to: pay attention to detail and work under pressure

New skills sought by a few employers were Spanish language skills and knowledge of insurance benefits.

Computer software skills were sought by some employers in word processing, database, and medical practice management programs.

Medical Records Technicians

Researched in 2001

Employment Trends

Supply & Demand Assessment

Most (69%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (31%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	81%
Grew	19%

Sources of Filled Vacancies

Of the 22 positions filled in the last 12 months, 59% were hired to fill vacated positions, 23% were hired to fill vacated positions due to promotion, and 18% were hired to fill new positions.

Turnover

30%

The four recruitment strategies most successfully used by employers include:

Newspaper Ads	94%
Employee Referrals	69%
In-house Promotion and Transfer	25%
Walk-in Applications	25%

Occupation Size

Small (64*)

*Adjusted based on actual 2001 sample size (Jobs Represented)

Employee Profile

98% Female
2% Male

Where the Jobs Are

SIC 8011 – Offices and Clinics of Doctors of Medicine

SIC 8021 – Offices and Clinics of Dentists

SIC 8062 – General Medical and Surgical Hospitals

Projections

1999 – 2006 Growth Rate:

Faster than average (20%)

Over the Next 24 Months

Most (75%) employers expect employment in this occupation to remain stable while some (25%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (63%) employers promote their employees to higher level positions, such as: Coordinators and Supervisors.

Skills Important for Career Advancement

Medical billing, Dictaphone/Telephone, reliability, and detail-oriented skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 73.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

134

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Medical Records Technology/Technician*

Central California School of Continuing Education

Programs: *Medical Assistant*

Computer Training Network

Programs: *Medical Administrative Assistant/Secretary*

Cuesta College

Programs: *Medical Assistant*

Opportunities Unlimited

Programs: *Medical Administrative Assistant/Secretary*

Specialized Technical Education Program School

Programs: *Medical Administrative Assistant/Secretary*
Medical Records Administration

University of La Verne

Programs: *Health System/Health Services Administration*

New Accounts Clerks

OES 531050

15 Firms Responded
104 Jobs Represented

Job Description

New Accounts Clerks interview persons desiring to open banking accounts. They explain banking services available to prospective customers, and assist them in preparing an application form.

Common Job Titles

Financial Service Representative, Member Services, Member Accounts Representative, and Customer Service Representative

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$8.63	\$7.50
New hires, experienced	\$7.00 – \$11.99	\$10.55
3+ years with firm	\$8.00 – \$13.23	\$12.00

Other forms of compensation paid by a few employers include bonuses and incentives ranging from an additional \$.58 to \$1.73 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	47%	7%	53%	40%
Dental Insurance:	40%	7%	53%	40%
Life Insurance:	53%	13%	33%	20%
Paid Sick Leave:	73%	20%	20%	13%
Paid Vacation:	80%	27%	20%	13%
Retirement Plan:	33%	13%	47%	27%
Child Care:	0%	0%	0%	0%

Other benefits offered include long term disability.

Unionization

100% Non-Union

Hours

Almost all (88%) employees in this occupation work full time – 40 hours/week while the part time employees work 28 hours/week.

Shifts

Almost all employees work the day shift while a few employees work swing shifts.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent 100%

Job Required Training

Required	0%
Not Required	73%
Preferred	27%

Technical or vocational training preferred by some (27%) responding employers includes an average of 11 months in general vocational training.

Training as a Substitute for Previous Work Experience

Yes	77%
No	23%

Experience Required

Required	40%
Not Required	13%
Preferred	47%

Almost all (83%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require six months to two years of previous work experience in a related field.

Skills Information

Skills in: customer service, communication, professionalism, interpersonal skills and analytical skills

New skills sought by employers were knowledge about Individual Retirement Accounts (IRA), computer skills and sales.

Computer software skills sought by responding employers include word processing (91%), spreadsheet (36%), database (18%), desktop publishing (9%), and other banking software such as Premier and Deposit Pro.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	93%
Walk-In Applicants	53%
In-House Promotion or Transfer	93%

Turnover

20%

Occupation Size

Small to Medium (100 – 120)

Employee Profile

94% Female

6% Male

Where the Jobs Are

SIC 6022 – State Commercial Banks

SIC 6061/6062 – Credit Unions

Projections

Growth Rate: Much Faster than Average (20.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	67%
Grew	33%

Source of Filled Vacancies:

Of the 24 positions filled in the past 12 months, 25% were hired to fill positions vacated by individuals who were promoted, 63% were hired to fill vacated positions, and 13% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (60%) stated that they expected employment in this occupation to remain stable, while many (40%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (93%) promote their employees to higher level positions such as Assistant Manager, Operations Manager, Member Services Supervisor, and Senior Teller.

Skills Important for Career Advancement

Good customer service, cross selling ability, ability to manage multiple tasks, leadership, efficiency and accuracy

State Outlook

Between 1998 and 2008, this occupation is expected to grow 18.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Shoreline Occupational Services/Goodwill Industries

Programs: *General Retailing Operations*

General Selling Skills and Sales Operations

Nurse Aides

OES 660080

17 Firms Responded
376 Jobs Represented

Job Description

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work.

Common Job Titles

Nurse Aides, Residential Aides, Certified Nurse Assistants, and Caregivers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.33 – \$8.00	\$7.50
New hires, experienced	\$6.90 – \$9.00	\$8.00
3+ years with firm	\$6.90 – \$11.00	\$9.00

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	12%	6%	41%	6%
Dental Insurance:	12%	6%	35%	6%
Vision Insurance:	6%	6%	29%	6%
Life Insurance:	12%	12%	18%	0%
Paid Sick Leave:	41%	12%	0%	0%
Paid Vacation:	59%	18%	0%	0%
Retirement Plan:	12%	12%	12%	0%
Child Care:	0%	0%	0%	0%

Unionization

94% Non-Union

Hours

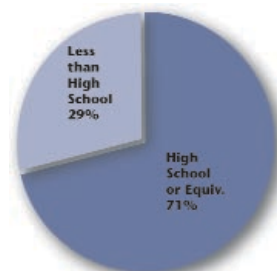
Most (77%) employees in this occupation work full time – 41 hours/week, some work part time – 26 hours/week, and a few work temporary – 19 hours/week.

Shifts

All (100%) responding employers offer day shifts, almost all offer swing shifts, most offer graveyard shifts, and a few offer 12 or 24 hour shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	24%
Not Required	47%
Preferred	29%

Many responding employers require or prefer an average of 6 months of prior work experience. Most (67%) responding employers accept experience in other related occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	78%
No	22%

Technical or Vocational Training

Required	18%
Not Required	76%
Preferred	6%

Some responding employers require or prefer an average of 6 months of nurse aid training.

Skills Information

Skills in: record keeping, understanding orthopedic care, asepsis, and surgical preparation procedures; Ability to: administer emergency First Aid, perform Cardiopulmonary Resuscitation (CPR), and handle crisis situations; Licenses: Certified Nursing Assistant (CNA)

Computer software skills were not sought by any employers.

Employment Trends

Supply & Demand Assessment

Most (76%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (24%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	65%
Grew	35%

Sources of Filled Vacancies

Of the 156 positions filled in the last 12 months, 84% were hired to fill vacated positions, 8% were hired to fill vacated positions due to promotions, 7% were hired to fill new positions, and 1% were hired to fill temporary positions.

Turnover

39%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	100%
Employee Referrals	47%
Walk-in Applications	41%

Occupation Size

Very Large (650 – 750)

Employee Profile

75% Female
25% Male

Where the Jobs Are

SIC 8011 – Offices and Clinics of Doctors of Medicine
SIC 8051 – Skilled Nursing Care Facilities
SIC 8052 – Intermediate Care Facilities
SIC 8062 – General Medical and Surgical Hospitals
SIC 8082 – Home Health Care Services
SIC 8361 – Residential Care

Projections

1999 – 2006 Growth Rate:
Average (15.4%)

Over the Next 24 Months

Many (59%) employers expect employment in this occupation to remain stable, some (35%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Many (53%) employers promote their employees to higher level positions, such as: Care Coordinators, Administrative Assistants, Medical Records Technicians, Licensed Vocational Nurses, Registered Nurses, Supervisors, Managers, and Directors.

Skills Important for Career Advancement

Nursing license, dependability, work ethic, organization, motivation, and multi-tasking skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 21.9% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

442

Training Providers (Refer to Appendix E for Contact Information)

Central California School of Continuing Education
Programs: *Medical Assistant*
Cuesta College
Programs: *Medical Assistant*

Painters and Paperhangers – Construction and Maintenance

OES 874020

16 Firms Responded
104 Jobs Represented

Job Description

Painters, Paperhangers, Construction and Maintenance paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

Common Job Titles

Painters and Journeyman Painters

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.00 – \$8.50	\$8.00
New hires, experienced	\$8.00 – \$15.00	\$12.00
3+ years with firm	\$13.00 – \$19.50	\$15.60

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.22 to \$2.11 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	0%	0%	25%	0%
Dental Insurance:	0%	0%	13%	0%
Vision Insurance:	0%	0%	6%	0%
Life Insurance:	0%	0%	6%	0%
Paid Sick Leave:	13%	0%	0%	0%
Paid Vacation:	56%	0%	0%	0%
Retirement Plan:	13%	0%	38%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include short-term and long-term disability.

Unionization

100% Non-Union

Hours

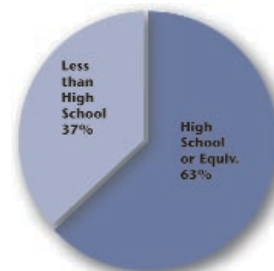
Almost all (92%) employees in this occupation work full time – 40 hours/week, a few work temporary – 45 hours/week, and a few work part time – 23 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	56%
Not Required	6%
Preferred	38%

Almost all responding employers require or prefer an average of 19 months of prior work experience. Some (23%) responding employers accept experience in other occupations, such as maintenance, drywall, or construction related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	53%
No	47%

Technical or Vocational Training

Required	0%
Not Required	88%
Preferred	12%

A few responding employers prefer an average of 17 months of painting or repair training.

Skills Information

Skills in: brush, roller, spray painting, surface preparation, and drywall installation and repair;
Ability to: work from ladders and scaffolds

Computer software skills were not sought by any employers.

Painters and Paperhangers – Construction and Maintenance

Researched in 2001

Employment Trends

Supply & Demand Assessment

Many (40%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (60%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	50%
Grew	50%

Sources of Filled Vacancies

Of the 48 positions filled in the last 12 months, 34% were hired to fill new positions, 31% were hired to fill vacated positions, 25% were hired to fill temporary positions, and 10% were hired to fill vacated positions due to promotions.

Turnover

23%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	69%
Newspaper Ads	63%
Walk-in Applications	31%

Occupation Size

Large (380 – 470)

Employee Profile

99% Male

1% Female

Where the Jobs Are

SIC 1721 – Painting and Paper Hanging

Projections

1999 – 2006 Growth Rate:

Faster than average (23.7%)

Over the Next 24 Months

Most (69%) employers expect employment in this occupation to remain stable, some (25%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (81%) employers promote their employees to higher level positions, such as: Lead Painters, Supervisors, and Foremen.

Skills Important for Career Advancement

Dependability, reliability, management, and customer service skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 19.3% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

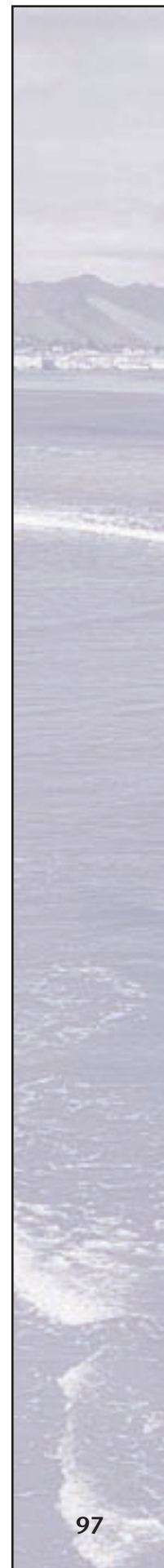
See Appendix A

California Occupational Guide Number

148

Training Providers (Refer to Appendix E for Contact Information)

Unavailable



Paralegal Personnel

OES 283050

16 Firms Responded
34 Jobs Represented

Job Description

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.

Common Job Titles

Legal Assistants and Paralegals

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$9.59 – \$14.47	\$10.55
New hires, experienced	\$11.51 – \$21.10	\$14.72
3+ years with firm	\$13.37 – \$24.66	\$18.12

Other forms of compensation paid by some employers include bonuses and commissions ranging from an additional \$0.24 to \$2.40 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	88%	6%	0%	0%
Dental Insurance:	31%	0%	0%	0%
Vision Insurance:	25%	6%	0%	0%
Life Insurance:	50%	6%	0%	0%
Paid Sick Leave:	100%	13%	0%	0%
Paid Vacation:	100%	13%	0%	0%
Retirement Plan:	63%	0%	13%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

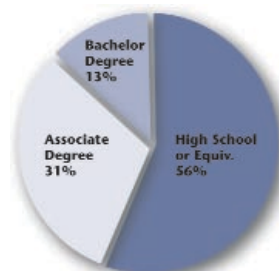
Almost all (88%) employees in this occupation work full time – 40 hours/week and a few employees work part time – 22 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer flexible shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	0%
Preferred	37%

All responding employers require or prefer an average of 23 months of prior work experience. Some (36%) responding employers accept experience in other occupations, such as Legal Secretaries or Office Managers, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	56%
No	44%

Technical or Vocational Training

Required	38%
Not Required	44%
Preferred	18%

Many responding employers require or prefer an average of 12 months of law related coursework or Paralegal Certification training.

Skills Information

Skills in: understanding of legal terms and court proceedings, investigative research, and record keeping; Ability to: read and comprehend information quickly and work under pressure; Licenses: Paralegal Certification

Paralegal Personnel

Researched in 2001

Computer software skills were sought by all employers in word processing programs, some employers sought skills in legal and on-line research programs, and a few employers sought skills in database and spreadsheet programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be very difficult. Most (63%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	75%
Grew	19%

Sources of Filled Vacancies

Of the 8 positions filled in the last 12 months, 63% were hired to fill vacated positions and 37% were hired to fill new positions.

Turnover

16%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	75%
Employee Referrals	56%
School/Program Referrals	31%

Occupation Size

Small (90 – 120)

Employee Profile

100% Female
0% Male

Where the Jobs Are

SIC 8111 – Legal Services

Projections

1999 – 2006 Growth Rate:
Much faster than average (33.3%)

Over the Next 24 Months

Most (69%) employers expect employment in this occupation to remain stable while some (31%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

A few (19%) employers promote their employees to higher level positions, such as: Senior Paralegals, Senior Managers, and Attorneys.

Skills Important for Career Advancement

Law school, oral and written communication, and analytical skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 67.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

464

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Pre-Law Studies*

California Polytechnic State University, Extended Studies
Programs: *Paralegal/Legal Assistant*

Cuesta College
Programs: *Legal Administrative Assistant/Secretary*

Specialized Technical Education Program School
Programs: *Paralegal/Legal Assistant*

Plumbers, Pipefitters, and Steamfitters

OES 875020

15 Firms Responded
81 Jobs Represented

Job Description

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. This occupation does not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

Common Job Titles

Plumbers, Apprentice Plumbers, and Journeyman Plumbers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$8.00 – \$12.50	\$10.00
New hires, experienced	\$8.00 – \$19.18	\$15.00
3+ years with firm	\$12.00 – \$35.00	\$20.00

Other forms of compensation paid by a few employers include bonuses and commissions ranging from an additional \$0.48 to \$5.00 per hour.

Union Wages

	Range	Median
New hires, no experience	\$10.00 – \$15.00	\$12.50
New hires, experienced	\$9.94 – \$38.71	\$16.67
3+ years with firm	\$15.53 – \$38.71	\$18.63

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	40%	0%	47%	0%
Dental Insurance:	40%	0%	13%	0%
Vision Insurance:	27%	0%	13%	0%
Life Insurance:	27%	0%	13%	0%
Sick Leave:	53%	7%	0%	0%
Vacation:	73%	7%	7%	0%
Retirement Plan:	20%	7%	33%	0%
Child Care:	7%	7%	0%	0%

Unionization

60% Non-Union

Hours

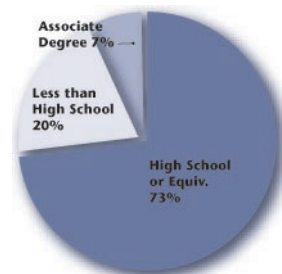
Almost all (95%) employees in this occupation work full time – 39 hours/week and a few employees work part time – 18 hours/week.

Shifts

Almost all (93%) responding employers offer day shifts and some responding employers offer on-call shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	60%
Not Required	7%
Preferred	33%

Almost all responding employers require or prefer an average of 29 months of prior work experience. Most (71%) responding employers accept experience in other various construction or plumbing related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	79%
No	21%

Technical or Vocational Training

Required	33%
Not Required	40%
Preferred	27%

Most responding employers require or prefer an average of 18 months of plumbing training.

Skills Information

Skills in: cost estimating, pipefitting, arc welding, gas welding, and soldering; Ability to: read blueprints, understand building codes, and use hand tools and lift at least 50 lbs. repeatedly; Licenses: Class C-36 Plumbing Contractor; Other: possession of valid driver's license and good DMV record

New skills sought by some employers were customer service and understanding of safety issues and hazardous material.

Plumbers, Pipefitters, and Steamfitters

Researched in 2002

Computer software skills were sought by some employers in spreadsheet, word processing, and basic computer programs and a few employers sought skills in database programs.

Employment Trends

Supply & Demand Assessment

Many (40%) employers found hiring inexperienced qualified applicants to be very difficult. Most (60%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	13%
Remained Stable	54%
Grew	33%

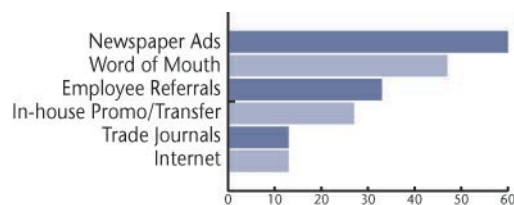
Sources of Filled Vacancies

Of the 26 positions filled in the last 12 months, 46% were hired to fill new positions, 31% were hired to fill vacated positions, 15% were hired to fill vacated positions due to promotions, and 8% were hired to fill temporary positions.

Turnover

17%

The six recruitment strategies most successfully used by employers include:



Occupation Size

Medium (170 – 200)

Employee Profile

96% Male

4% Female

Where the Jobs Are

SIC 1629 – Heavy Construction, Not Elsewhere Classified

SIC 1711 – Plumbing, Heating and Air-Conditioning

SIC 4941 – Water Supply

Projections

1999 – 2006 Growth Rate:

Average (17.6%)

Over the Next 24 Months

Many (53%) employers expect employment in this occupation to remain stable while many (47%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (87%) employers promote their employees to higher level positions, such as: Lead Plumbers, Supervisors, Construction Managers, Site Managers, and Foremen.

Skills Important for Career Advancement

Additional experience, workmanship, advanced training, management, contract administration, and customer service skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 13.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

173

Training Providers (Refer to Appendix E for Contact Information)

Lucia Mar Unified Adult Education

Programs: *Pipefitting/Pipefitter and Sprinkler Fitter*
Plumbing Technology/Plumber

Plumbers and Pipe Fitters Union Local 409

Programs: *Pipefitting/Pipefitter and Sprinkler Fitter*
Plumbing Technology/Plumber

Registered Nurses

OES 325020

17 Firms Responded
369 Jobs Represented

Job Description

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. This occupation does not include Nursing Instructors and Teachers.

Common Job Titles

Registered Nurses (RNs), Charge Nurses, and Directors

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$11.40 – \$22.50	\$16.00
New hires, experienced	\$15.00 – \$25.00	\$19.88
3+ years with firm	\$14.50 – \$25.00	\$22.00

Other forms of compensation paid by a few employers include shift differentials of \$1.00 per hour and bonuses ranging from an additional \$4.54 to \$6.98 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	24%	0%	53%	24%
Dental Insurance:	29%	0%	47%	24%
Vision Insurance:	24%	0%	41%	24%
Life Insurance:	41%	6%	12%	6%
Sick Leave:	76%	24%	0%	0%
Vacation:	76%	24%	0%	0%
Retirement Plan:	29%	12%	41%	24%
Child Care:	0%	0%	0%	0%

Unionization

82% Non-Union

Hours

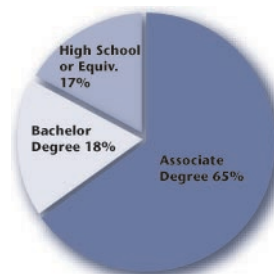
Most (60%) employees in this occupation work full time – 37 hours/week, some (30%) work part time – 24 hours/week, and a few work temporary – 13 hours/week.

Shifts

Many (59%) responding employers offer day shifts, some offer on-call shifts, and a few offer swing, 12 hour, and graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	47%
Not Required	41%
Preferred	12%

Many responding employers require or prefer an average of 18 months of prior work experience. Many (40%) responding employers accept experience in other related healthcare occupations, to meet their requirement minimum.

Training as a Substitute for Previous Work Experience

Yes	0%
No	100%

Technical or Vocational Training

Required	59%
Not Required	41%
Preferred	0%

Many responding employers require an average of 24 months of nursing or registered nurse training.

Skills Information

Skills in: intensive care treatment, plan and organize work of others, and public contact; Ability to: provide personal services to patients, complete and explain insurance forms, work under pressure, administer Electro-cardiograph (EKG) test, and apply transferring techniques to move patients; Licenses: Registered Nurse

New skills sought by some employers were the ability to perform Cardiopulmonary Resuscitation (CPR) and work with developmentally disabled adults and the elderly.

Computer software skills were sought by some employers in basic computer programs and a few employers sought skills in word processing programs.

Employment Trends

Supply & Demand Assessment

Many (53%) employers found hiring inexperienced qualified applicants to be very difficult. Many (47%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	53%
Grew	41%

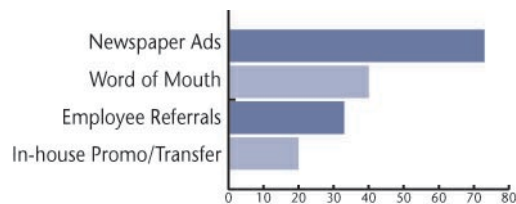
Sources of Filled Vacancies

Of the 47 positions filled in the last 12 months, 77% were hired to fill vacated positions, 13% were hired to fill new positions, 6% were hired to fill temporary positions, and 4% were hired to fill vacated positions due to promotions.

Turnover

10%

The four recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (1,340 – 1,470)

Employee Profile

93% Female
7% Male

Where the Jobs Are

SIC 8011 – Offices and Clinics of Doctors of Medicine
SIC 8051 – Skilled Nursing Facilities
SIC 8059 – Nursing and Personal Care Facilities, Not Elsewhere Classified
SIC 8062 – General Medical and Surgical Hospitals

SIC 8211 – Elementary and Secondary Schools
SIC 8361 – Residential Care

Projections

1999 – 2006 Growth Rate:
Slower than average (9.7%)

Over the Next 24 Months

Many (59%) employers expect employment in this occupation to grow and many (41%) employers expect employment in this occupation to remain stable.

Other Relevant Information

Promotional Opportunities

Most (76%) employers promote their employees to higher level positions, such as: Supervisors, Administrators, and Assistant Directors/Directors of Nursing.

Skills Important for Career Advancement

Communication, continued education within the medical field, work habits, organization, and good people skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 28.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

29

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College
Programs: Nursing – Registered Nurse Training (RN, ASN, BSN, MSN)

Sales Agents – Selected Business Services

OES 430170

17 Firms Responded
87 Jobs Represented

Job Description

Selected Business Services Sales Agents sell select-ed services such as building maintenance, credit reporting, bookkeeping, security, printing, and storage space. This category does not include sales agents who primarily sell advertising, insur-ance, financial, and real estate services.

Common Job Titles

Sales Representative, Sales Agent and Business Account Executive

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.50 – \$15.56	\$10.65
New hires, experienced	\$6.33 – \$19.18	\$12.73
3+ years with firm	\$5.75 – \$23.97	\$15.96

Other forms of compensation paid by most employers include commission and bonus rang-ing from an additional \$1.02 to \$26.85 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	67%	0%	22%	0%
Dental Insurance:	39%	0%	28%	0%
Vision Insurance:	17%	0%	22%	0%
Life Insurance:	39%	0%	17%	0%
Paid Sick Leave:	44%	0%	11%	0%
Paid Vacation:	78%	6%	6%	0%
Retirement Plan:	33%	0%	28%	6%
Child Care:	0%	0%	0%	0%

Other benefits offered include free meals and optional stock purchase.

Unionization

94% Non-Union

Hours

Almost all (90%) employees in this occupation work full time – 42 hours/week, part time – 15 hours/week, and temporary – 11 hours/week.

Shifts

Almost all employees work the day shift while a few employees work swing shifts.

Employer Requirements

Minimum Level of Education Required

Less Than High School	5%
High School or Equivalent	61%
Associate Degree	6%
Bachelor Degree	28%

Job Required Training

Required	11%
Not Required	72%
Preferred	17%

Technical or vocational training is required or preferred by some employers responding employers includes an average of 13 months in graphic communications and graphic arts.

Training as a Substitute for Previous Work Experience

Yes	47%
No	53%

Experience Required

Required	44%
Not Required	6%
Preferred	50%

Almost all (81%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between six months and two years of previous work experience in a related field.

Skills Information

Skills in: interpersonal skills, business to business sales, goal oriented, negotiation, presentation and time management

New skills sought by employers included sales forecasting and new technology.

Computer software skills sought by responding employers include word processing (92%), spreadsheet (69%), database (54%), desktop pub-lishing (15%), and other skills using Microsoft Outlook and the Internet.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants and only moderately difficult to find inexperienced applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	78%
Employee Referrals	83%
In-House Promotion or Transfer	61%

Turnover

11%

Occupation Size

Medium (120 – 130)

Employee Profile

47% Female

53% Male

Where the Jobs Are

SIC 2752 – Commercial Printing

SIC 4812 – Radiotelephone Communications

Projections

Growth Rate: Slower than Average (8.3%)

In the last 12 months, percentage of firms whose employment:

Declined 11%

Remained Stable 45%

Grew 44%

Source of Filled Vacancies:

Of the 32 positions filled in the past 12 months, 6% were hired to fill positions vacated by individuals who were promoted, 25% were hired to fill vacated positions, 66% were hired to fill new positions, and 3% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Some employers (39%) stated that they expected employment in this occupation to remain stable, while most (61%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (61%) promote their employees to higher level Management and Supervisory positions.

Skills Important for Career Advancement

Team building, leadership, interpersonal skills, speaking and company knowledge

State Outlook

Between 1998 and 2008, this occupation is expected to grow 40.2% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Marketing Management and Research, Other*

California Polytechnic State University, Extended Studies

Programs: *Marketing Management and Research, Other*

Cuesta College

Programs: *Marketing Operations/Marketing and Distribution, Other*

Shoreline Occupational Services/Goodwill Industries

Programs: *General Selling Skills and Sales Operations*

Sales Representatives, Scientific and Related Products and Services – except Retail

OES 490050

15 Firms Responded
94 Jobs Represented

Job Description

Sales Representatives, Scientific and Related Products and Services – except Retail sell products or services requiring scientific or similar knowledge for wholesalers or manufacturers. This knowledge is in areas such as biology engineering, chemistry, and electronics, and is normally obtained from 2 or 3 years of post secondary education or its equivalent. They sell products such as aircraft, agricultural equipment and supplies, industrial machinery, medical supplies, electronic equipment, chemicals, and precision instruments. The individuals in this category do not include retail sales representatives, or sales people who must have a technical background equivalent to a bachelor's degree in engineering.

Common Job Titles

Account Representative, Sales Representative, Sales Engineer, Account Executive, Marketing Representative

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$10.00 – \$17.26	\$12.47
New hires, experienced	\$7.50 – \$23.97	\$16.78
3+ years with firm	\$10.00 – \$28.77	\$19.18

Other forms of compensation paid by most employers include commissions and bonuses ranging from an additional \$.19 to \$17.26 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	40%	7%	60%	0%
Dental Insurance:	33%	7%	27%	0%
Vision Insurance:	27%	7%	40%	0%
Life Insurance:	33%	7%	13%	0%
Paid Sick Leave:	87%	7%	7%	0%
Paid Vacation:	87%	7%	7%	0%
Retirement Plan:	20%	7%	53%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include company car and expense account for trips.

Unionization

100% Non-Union

Hours

Almost all (97%) employees in this occupation work full time – 41 hours/week while the part time employees work 21 hours/week.

Shifts

Almost all employees (93%) work the day shift while a few employees work some weekends and swing shifts.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	47%
Associate Degree	13%
Bachelor Degree	40%

Job Required Training

Required	13%
Not Required	67%
Preferred	20%

Technical or vocational training preferred by few responding employers includes an average of 17 months in computer science, manufacturing processes and sales.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Experience Required

Required	60%
Not Required	7%
Preferred	33%

Most (79%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to three years of previous work experience in a related field.

Skills Information

Skills in: technological knowledge, professional attitude and appearance, oral presentation, writing skills, organization and ability to listen well

Sales Representatives, Scientific and Related Products and Services – except Retail

Researched in 2000

New skills sought by employers were computer literacy, lab experience, new technology and processes, and technical writing.

Computer software skills sought by responding employers include word processing (100%), spreadsheet (92%), database (69%), desktop publishing (46%), and other skills in using PowerPoint, PhotoShop, the Internet and Quark.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced applicants and very difficult to find fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
Employee Referrals	60%
Internet	53%

Turnover

9%

Occupation Size

Medium (150 – 170)

Employee Profile

34% Female

66% Male

Where the Jobs Are

SIC 382 – Scientific Instruments

SIC 3599 – Industrial and Commercial

Machinery & Equipment

SIC 5047 – Medical Equipment

Projections

Growth Rate: Faster than Average (13.3%)

In the last 12 months, percentage of firms whose employment:

Declined	6%
Remained Stable	47%
Grew	47%

Source of Filled Vacancies:

Of the 31 positions filled in the past 12 months, 10% were hired to fill positions vacated by individuals who were promoted, 16% were hired to fill vacated positions, and 74% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (40%) stated that they expected employment in this occupation to remain stable, while most (60%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (73%) promote their employees to higher level positions such as Sales Manager or Supervisor.

Skills Important for Career Advancement

Sales technique, technical skills, team building, goal oriented, work ethic, management programs, and customer service skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 24.3% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Marketing Management and Research, Other*

California Polytechnic State University, Extended Studies

Programs: *Marketing Management and Research, Other*

Cuesta College

Programs: *Marketing Operations/Marketing and Distribution, Other*

Shoreline Occupational Services/Goodwill Industries

Programs: *General Selling Skills and Sales Operations*
General Retailing Operations

Salespersons – Retail (Except Vehicle Sales)

OES 490112

16 Firms Responded
415 Jobs Represented

Job Description

Retail Salespersons (except Vehicle Sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays.

Common Job Titles

Clerks, Sales Clerks, Sales Associates, and Sales Representatives

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.25 – \$7.00	\$7.00
New hires, experienced	\$6.25 – \$10.07	\$7.00
3+ years with firm	\$6.25 – \$12.00	\$8.38

Other forms of compensation paid by a few employers include bonuses and commissions ranging from an additional \$0.45 to \$0.96 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	19%	0%	44%	6%
Dental Insurance:	13%	0%	31%	6%
Vision Insurance:	0%	0%	13%	0%
Life Insurance:	0%	0%	13%	6%
Paid Sick Leave:	38%	6%	0%	0%
Paid Vacation:	50%	25%	6%	0%
Retirement Plan:	0%	6%	44%	6%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

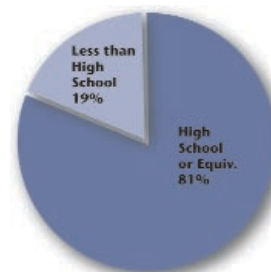
Many (55%) employees in this occupation work part time – 21 hours/week, and many (45%) employees work full time – 37 hours/week.

Shifts

All (100%) responding employers offer day shifts, some offer swing shifts, and a few offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	19%
Not Required	50%
Preferred	31%

Many responding employers require or prefer an average of 17 months of prior work experience. Most (63%) responding employers accept experience in public oriented occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	0%
Not Required	81%
Preferred	19%

A few responding employers prefer an average of 3 months of industry related training.

Skills Information

Skills in: public contact, sales, cashiering, inventory techniques, and oral communication; Ability to: perform basic math computations and stand for prolonged periods

Computer software skills were sought by some employers in word processing programs and a few employers sought skills in database programs.

Salespersons – Retail (Except Vehicle Sales)

Researched in 2001

Employment Trends

Supply & Demand Assessment

Almost all (81%) employers found hiring inexperienced qualified applicants to be moderately difficult. A few (19%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	50%
Grew	44%

Sources of Filled Vacancies

Of the 121 positions filled in the last 12 months, 55% were hired to fill vacated positions, 25% were hired to fill new positions, 12% were hired to fill vacated positions due to promotions, and 8% were hired to fill temporary positions.

Turnover

21%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	87%
Walk-in Applicants	60%
Newspaper Ads	53%

Occupation Size

Very Large (3,840 – 4,630)

Employee Profile

56% Female
44% Male

Where the Jobs Are

SIC 5251 – Retail Nurseries, Lawn and Garden Supply Stores
SIC 5311 – Department Stores
SIC 5941 – Sporting Goods Stores and Bicycle Shops
SIC 5942 – Book Stores
SIC 5943 – Stationery Stores
SIC 5944 – Jewelry Stores
SIC 5945 – Hobby, Toy, and Game Shops
SIC 5947 – Gift, Novelty, and Souvenir Shops

Projections

1999 – 2006 Growth Rate:
Faster than average (20.6%)

Over the Next 24 Months

Most (69%) employers expect employment in this occupation to remain stable, some (25%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Assistant Managers, Managers, Department Managers, Supervisors, and Buyers.

Skills Important for Career Advancement

Knowledge of product, customer service, leadership, dependability, detail oriented, and sales skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 18.4% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

536

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College
Programs: *Marketing Operations/Marketing and Distribution, Other*

Shoreline Occupational Services/Goodwill Industries
Programs: *General Retailing Operations*
General Selling Skills and Sales Operations

Separating, Filtering, Clarifying, Precipitating, and Still Machine Operators and Tenders (Wine Cellar Workers)

OES 929620

15 Firms Responded
149 Jobs Represented

Job Description

Separating, Filtering, Clarifying, Precipitating and Still Machine Operators and Tenders operate or tend machines, such as filter presses, shaker screens, centrifuges, condenser tubes, precipitator tanks, fermenting tanks, evaporating tanks, scrubbing towers and batch stills, to extract, sort, or separate liquids, gases, or solid materials from other materials in order to recover a refined product or material. This occupation does not include workers who operate equipment to control chemical changes or reactions.

Common Job Titles

Cellar Workers and Cellar Masters

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$9.50	\$8.00
New hires, experienced	\$8.00 – \$12.95	\$10.00
3+ years with firm	\$9.00 – \$15.00	\$12.50

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.31 to \$0.62 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	47%	7%	40%	0%
Dental Insurance:	40%	7%	27%	0%
Vision Insurance:	27%	7%	27%	0%
Life Insurance:	53%	7%	20%	0%
Sick Leave:	93%	7%	0%	0%
Vacation:	93%	7%	0%	0%
Retirement Plan:	27%	7%	20%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

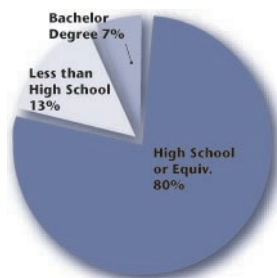
Most (67%) employees in this occupation work full time – 43 hours/week, some work seasonal – 51 hours/week, and a few work part time – 29 hours/week.

Shifts

Almost all (93%) responding employers offer day shifts, some offer swing and harvest shifts (longer hours), and a few offer graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	20%
Not Required	27%
Preferred	53%

Most responding employers require or prefer an average of 17 months of prior work experience. Almost all (80%) responding employers accept experience in other manufacturing or food and beverage industry related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	64%
No	36%

Technical or Vocational Training

Required	13%
Not Required	67%
Preferred	20%

Some responding employers require or prefer an average of 6 months of mechanical equipment (forklift), and food and beverage process training.

Skills Information

Skills in: operation monitoring, quality control analysis, and equipment maintenance; Ability to: calculate weights and measurements, follow safe equipment operating practices, accurately record and report information, work independently, and lift 100 lbs. repeatedly

Separating, Filtering, Clarifying, Precipitating, and Still Machine Operators and Tenders (Wine Cellar Workers)

Researched in 2002

New skills sought by some employers were mechanical aptitude, willingness to learn, and follow strict guidelines and directions.

Computer software skills were sought by some employers in spreadsheet programs and a few employers sought skills in word processing programs.

Employment Trends

Supply & Demand Assessment

Almost all (80%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (20%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	53%
Grew	47%

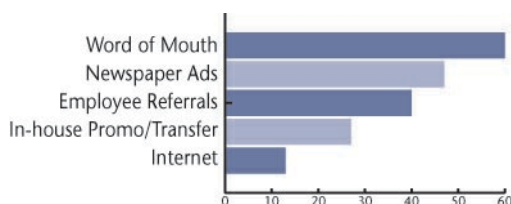
Sources of Filled Vacancies

Of the 50 positions filled in the last 12 months, 78% were hired to fill temporary positions, 10% were hired to fill new positions, 6% were hired to fill vacated positions, and 6% were hired to fill vacated positions due to promotions.

Turnover

4%

The five recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available.

Employee Profile

83% Male
17% Female

Where the Jobs Are

SIC 0172 – Grapes
SIC 2084 – Wines, Brandy, and Brandy Spirits

Projections

1999 – 2006 Growth Rate:
This information is not available.

Over the Next 24 Months

Many (47%) employers expect employment in this occupation to remain stable, many (47%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (87%) employers promote their employees to higher level positions, such as: Supervisors, Assistant Winemakers, Winemakers, and Enologists.

Skills Important for Career Advancement

Knowledge of wine production process, desire to learn, good work habits, attention to detail, and leadership skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 11.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Crop Production*

Cuesta College
Programs: *Crop Production*

Systems Analysts - Electronic Data Processing

OES 251020

11 Firms Responded
29 Jobs Represented

Job Description

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. This occupation does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

Common Job Titles

Systems Analysts and Operations Specialists

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$10.65 – \$19.90	\$12.40
New hires, experienced	\$8.00* – \$21.60	\$16.00
3+ years with firm	\$12.00 – \$27.57	\$18.00

*Out of pattern wages can occur when employers do not hire employees in all experience levels.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	55%	9%
Dental Insurance:	45%	0%	45%	9%
Vision Insurance:	36%	0%	36%	9%
Life Insurance:	64%	0%	9%	0%
Paid Sick Leave:	91%	9%	0%	0%
Paid Vacation:	91%	9%	0%	0%
Retirement Plan:	45%	0%	27%	9%
Child Care:	0%	0%	0%	0%

Other benefits offered include cafeteria plans.

Unionization

82% Non-Union

Hours

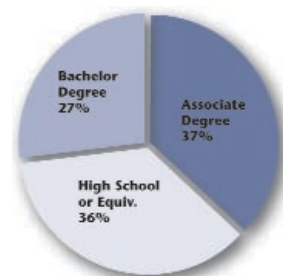
Almost all (90%) employees in this occupation work full time – 44 hours/week, a few work temporary – 29 hours/week, and a few work part time – 28 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	64%
Not Required	27%
Preferred	9%

Most responding employers require or prefer an average of 23 months of prior work experience. Almost all (83%) responding employers accept experience in other occupations, such as Programmers, Database Administrators, or Computer Operations Specialists, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	36%
Not Required	55%
Preferred	9%

Many responding employers require or prefer an average of 20 months of computer or information technology training.

Skills Information

Skills in: COBOL, UNIX, and C programming languages, hardware and operating systems, algebra, and customer service; Ability to: use database, business, scientific, and engineering application software

New skills sought by a few employers were strategic planning analysis and Internet expertise.

Computer software skills were sought by most employers in operating systems (UNIX and Informix), web-based tools, programming languages (C++ and JAVA), server applications, word processing, spreadsheet, and database programs and some employers sought skills in desktop publishing programs.

Systems Analysts - Electronic Data Processing

Researched in 2001

Employment Trends

Supply & Demand Assessment

Some (36%) employers found hiring inexperienced qualified applicants not difficult. Most (64%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	73%
Grew	27%

Sources of Filled Vacancies

Of the 7 positions filled in the last 12 months, 43% were hired to fill new positions, 29% were hired to fill vacated positions, and 28% were hired to fill temporary positions.

Turnover

8%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	64%
Employee Referrals	55%
Internet	55%

Occupation Size

Medium (160 – 230)

Employee Profile

79% Male

21% Female

Where the Jobs Are

SIC 6411 – Insurance Agents, Brokers, and Service
SIC 7373 – Computer Integrated Systems Design
SIC 8062 – General Medical and Surgical Hospitals
SIC 8322 – Individual and Family Social Services

SIC 8641 – Civic, Social, and Fraternal Associations

SIC 8711 – Engineering Services

SIC 9030 – Local Government, Excluding
Hospital and Education

Projections

1999 – 2006 Growth Rate:

Much faster than average (43.8%)

Over the Next 24 Months

Most (64%) employers expect employment in this occupation to remain stable while some (36%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (64%) employers promote their employees to higher level positions, such as: Senior Technicians, Senior Systems Analysts, Programmers, Database Administrators, Information Systems Supervisors, Information Technology Managers, and Directors.

Skills Important for Career Advancement

Knowledge of advanced technology, problem solving, management, people, and technical skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 90.2% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

541

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Computer Engineering*

Computer Science

Management Information Systems and Business Data Processing

California Polytechnic State University, Extended Studies

Programs: *Systems Engineering*

Computer Training Network

Programs: *Computer and Information Sciences, General*

CTE Computer Training Centers, Inc.

Programs: *Computer and Information Sciences, General*

Cuesta College

Programs: *Computer and Information Sciences, General*

Computer Engineering

Lucia Mar Unified Adult Education

Programs: *Computer and Information Sciences, General*

MacTeacher

Programs: *Computer and Information Sciences, General*
Computer Programming

Opportunities Unlimited

Programs: *Computer and Information Sciences, General*

San Luis Coastal Adult School

Programs: *Computer and Information Sciences, General*

Shoreline Occupational Services/Goodwill Industries

Programs: *Computer and Information Sciences, General*

Specialized Technical Education Program School

Programs: *Computer Programming*

Teachers – Secondary Education

OES 313080

9 Firms Responded
840 Jobs Represented

Job Description

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Please include vocational high school teachers. This category does not include special education teachers who teach only students with disabilities.

Common Job Titles

High School Teacher

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	N/A	N/A
New hires, experienced	\$8.05 – \$27.21	\$9.50
3+ years with firm	\$8.75 – \$27.21	\$11.00

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$14.14 – \$17.17	\$15.63
New hires, experienced	\$14.14 – \$23.09	\$17.26
3+ years with firm	\$14.14 – \$24.56	\$17.35

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	56%	11%	22%	44%
Dental Insurance:	44%	11%	33%	44%
Vision Insurance:	44%	11%	33%	44%
Life Insurance:	0%	0%	22%	0%
Paid Sick Leave:	89%	33%	0%	22%
Paid Vacation:	33%	11%	0%	0%
Retirement Plan:	33%	11%	44%	44%
Child Care:	11%	0%	0%	0%

Other benefits offered include a cash stipend for the insurance of choice.

Unionization

67% Union

Hours

Almost all (91%) employees in this occupation work full time – 39 hours/week while the part time employees work 20 hours/week.

Shifts

All employees (100%) work the day shift.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	11%
Bachelor Degree	56%
Graduate Study	33%

Job Required Training

Required	11%
Not Required	78%
Preferred	11%

Technical or vocational training preferred or required by some responding employers includes an average of 21 months in technology, safety, and credentials.

Training as a Substitute for Previous Work Experience

Yes	67%
No	33%

Experience Required

Required	34%
Not Required	33%
Preferred	33%

Half (50%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to three years of previous work experience in a related field.

Skills Information

Skills in: teaching, knowledge of core subjects, organization and commitment

New skills: none reported

Computer software skills are only sought by some employers, however for those employers who do seek computer skills, they indicate that they look for word processing (100%), spreadsheet (33%), database (33%), desktop publishing (33%), and various other software programs.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 2000 – 2002

Teachers – Secondary Education

Researched in 2000

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	67%
Colleges and Universities	56%
Internet	67%

Turnover

6%

Occupation Size

Very Large (610 – 720)

Employee Profile

54% Female

46% Male

Where the Jobs Are

SIC 8211 – Secondary Education Schools

Projections

Growth Rate: Much Faster than Average (18.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	33%
Grew	67%

Source of Filled Vacancies:

Of the 130 positions filled in the past 12 months, 1% were hired to fill positions that were vacated by individuals who were promoted, 36% were hired to fill vacated positions, 21% were hired to fill new positions, and 42% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (56%) stated that they expected employment in this occupation to remain stable, while many (44%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (78%) promote their employees to higher level positions such as Principals, Administrators, and Department Chairs.

Skills Important for Career Advancement

Administrative credentials, experience, vision, and leadership

State Outlook

Between 1998 and 2008, this occupation is expected to grow 37.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Education, General*
Physical Education Teaching and Coaching
Reading Teacher Education

California Polytechnic State University, Extended Studies
Programs: *Computer Teacher Education*
Teacher Education, Specific Academic and Vocational Programs

Cuesta College
Programs: *Physical Education Teaching and Coaching*
San Luis Coastal Adult School
Programs: *Driver and Safety Teacher Education*

Technical Writers

OES 340050

15 Firms Responded
24 Jobs Represented

Job Description

Technical Writers write or edit technical materials, such as equipment manuals, appendices, and operating and maintenance instructions. They may oversee the preparation of illustrations, photographs, diagrams, and charts and assist in layout work.

Common Job Titles

Technical Writer or Writer

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$9.00 – \$19.18	\$12.79
New hires, experienced	\$9.00 – \$25.43	\$15.98
3+ years with firm	\$11.00 – \$30.68	\$20.14

Other forms of compensation paid by most employers include commissions and bonuses ranging from an additional \$.19 to \$17.26 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	47%	0%
Dental Insurance:	27%	0%	40%	0%
Vision Insurance:	7%	0%	33%	0%
Life Insurance:	13%	0%	33%	0%
Paid Sick Leave:	60%	0%	13%	0%
Paid Vacation:	67%	0%	7%	0%
Retirement Plan:	13%	0%	47%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include profit sharing paid by a few employers.

Unionization

100% Non-Union

Hours

Most (67%) employees in this occupation work full time – 42 hours/week, while some employees work temporary on call for 22 hours/week, a few part time employees work 30 hours/week, and a few seasonal employees work 40 hours/week.

Shifts

Almost all employees (93%) work the day shift, while a few employees work swing shifts.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	47%
Associate Degree	13%
Bachelor Degree	40%

Job Required Training

Required	33%
Not Required	47%
Preferred	20%

Technical or vocational training required by some responding employers includes an average of 15 months in technical writing training programs, computer science and desktop publishing.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Experience Required

Required	60%
Not Required	7%
Preferred	33%

Most (62%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to three years of previous work experience in a related field.

Skills Information

Skills in: technical skills, writing skills, grammar and product knowledge

New skills sought by a few employers were new software skills and multi-lingual language skills.

Computer software skills sought by responding employers include word processing (93%), spreadsheet (47%), database (53%), desktop publishing (40%), and other skills in drawing software such as Corel.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	67%
Employee Referrals	60%
In-house Promotion or Transfer	33%

Turnover

21%

Occupation Size

The information is not available.

Employee Profile

33% Female
67% Male

Where the Jobs Are

SIC 7371 – Computer Programming Services
SIC 7373 – Computer Integrated Systems Design
SIC 7372 – Packaged Software

Projections

Growth Rate: The information is not available.

In the last 12 months, percentage of firms whose employment:

Declined	13%
Remained Stable	40%
Grew	47%

Source of Filled Vacancies:

Of the 19 positions filled in the past 12 months, 5% were hired to fill positions vacated by individuals who were promoted, 21% were hired to fill vacated positions, 37% were hired to fill new positions, and 37% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (67%) stated that they expected employment in this occupation to remain stable, while some (33%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (67%) promote their employees to higher level positions such as Senior Technical Writer, Technical Publication Coordinator or Management Positions.

Skills Important for Career Advancement

Firm experience, management skills, and technical background

State Outlook

Between 1998 and 2008, this occupation is expected to grow 34.2% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Coast Language Academy
Programs: *English Language and Literature/Letters, Other*

California Polytechnic State University
Programs: *English Language and Literature, General*

California Polytechnic State University, Extended Studies
Programs: *English Technical and Business Writing*

Cuesta College
Programs: *English Language and Literature/Letters, Other*

Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers

OES 490260

6 Firms Responded
65 Jobs Represented

Job Description

Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers deliver newspapers to subscribers; solicit orders for merchandise or service over telephone; or sell products, such as food and jewelry on the street, door-to-door, or at places of recreation and amusement.

Common Job Titles

Telesales, Account Coordinator/Executive, and Sales Representative

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$14.10	\$6.75
New hires, experienced	\$6.00 – \$10.00	\$7.50
3+ years with firm	\$7.00 – \$21.58	\$12.00

Other forms of compensation paid by a few employers include bonuses and commissions ranging from an additional \$.58 to \$15.00 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	50%	0%	17%	0%
Dental Insurance:	17%	0%	17%	0%
Vision Insurance:	17%	0%	0%	0%
Life Insurance:	17%	0%	17%	0%
Paid Sick Leave:	33%	0%	0%	0%
Paid Vacation:	83%	0%	0%	0%
Retirement Plan:	17%	0%	33%	0%
Child Care:	0%	0%	17%	0%

Unionization

100% Non-Union

Hours

Most (67%) employees in this occupation work full time – 40 hours/week, while the part time employees work 20 hours/week, and temporary employees work 31 hours/week.

Shifts

All employees (100%) work the day shift, while a few employees also have some flexibility in their schedule.

Employer Requirements

Minimum Level of Education Required

Less Than High School	50%
High School or Equivalent	33%
Bachelor Degree	17%

Job Required Training

Required	0%
Not Required	100%
Preferred	0%

Technical or vocational training is not required or preferred by responding employers.

Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

Experience Required

Required	0%
Not Required	33%
Preferred	67%

Most (75%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who prefer work experience look for three months to one year of previous work experience.

Skills Information

Skills in: interpersonal communication skills, organization skills, phone skills, and diplomacy

New skills include excellent verbal communication and clear enunciation.

Computer software skills were sought by only a few employers including word processing (67%), spreadsheet (33%), and database (33%).

Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced qualified applicants. No firms surveyed sought fully experienced and qualified applicants solely.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	100%
Employee Referrals	83%
Walk-In Applicants	33%

Turnover

12%

Occupation Size

Medium (130 – 140)

Employee Profile

62% Female

38% Male

Where the Jobs Are

SIC 5961 – Catalog and Mail Order Services

Projections

Growth Rate: Slower than Average (7.7%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	17%
Grew	83%

Source of Filled Vacancies:

Of the 51 positions filled in the past 12 months, 16% were hired to fill vacated positions, 49% were hired to fill new positions, and 35% were hired to fill temporary positions.

Next 24 Months:

A few employers (17%) in this occupation expect this occupation to decline. A few employers (17%) stated that they expected employment in this occupation to remain stable, while most employers (67%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (83%) promote their employees to higher level positions such as Account Executives, Account Managers, and Supervisors.

Skills Important for Career Advancement

Interpersonal skills, sales skills and management skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 51.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Shoreline Occupational Services/Goodwill Industries

Programs: *General Selling Skills and Sales Operations*
General Retailing Operations

Telephone and Cable T.V. Line Installers and Repairers

OES 857020

8 Firms Responded
75 Jobs Represented

Job Description

Telephone and Cable TV Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guywire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables.

Common Job Titles

Technicians, Communications Technicians, Equipment Technicians, Telecom Technicians, Cable Television Installers, Telecommunications Installers, and Telephone Installers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$9.50 – \$10.50	\$10.00
New hires, experienced	\$10.00 – \$16.85	\$12.50
3+ years with firm	\$12.49 – \$20.00	\$16.00

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	63%	0%	37%	0%
Dental Insurance:	38%	0%	50%	0%
Vision Insurance:	13%	0%	13%	0%
Life Insurance:	25%	0%	13%	0%
Paid Sick Leave:	25%	0%	13%	0%
Paid Vacation:	63%	0%	13%	0%
Retirement Plan:	25%	0%	25%	0%
Child Care:	0%	0%	0%	0%

Unionization

88% Non-Union

Hours

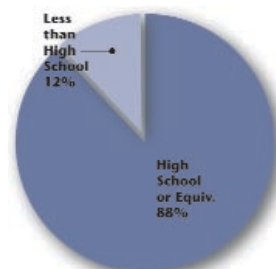
Almost all (99%) employees in this occupation work full time – 40 hours/week and a few employees work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	25%
Not Required	50%
Preferred	25%

Many responding employers require or prefer an average of 12 months of prior work experience. Many (50%) responding employers accept experience in other occupations, such as Computer Networking Specialists, Television Repair Technicians, or Military Communications Technicians, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	25%
No	75%

Technical or Vocational Training

Required	0%
Not Required	75%
Preferred	25%

Some responding employers prefer an average of 4 months of line installation training.

Skills Information

Skills in: problem solving and applying microwave technology; Ability to: operate electrical testing equipment, climb poles, work on-call, and read blueprints and schematics

New skills sought by a few employers were cable pulling and cable termination.

Computer software skills were sought by some employers in telephone systems and operating system (Microsoft DOS) programs.

Telephone and Cable T.V. Line Installers and Repairers

Researched in 2001

Employment Trends

Supply & Demand Assessment

Most (77%) employers found hiring inexperienced qualified applicants to be very difficult. Some (23%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	63%
Grew	37%

Sources of Filled Vacancies

Of the 25 positions filled in the last 12 months, 68% were hired to fill new positions and 32% were hired to fill vacated positions.

Turnover

14%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	100%
Employee Referrals	75%
Walk-in Applicants	63%

Occupation Size

Large (280 – 370)

Employee Profile

100% Male
0% Female

Where the Jobs Are

SIC 1623 – Water, Sewer, Pipeline, and Communications and Power Line Construction
SIC 1731 – Electrical Work
SIC 4813 – Telephone Communications, Except Radiotelephone
SIC 4841 – Cable and Other Pay Television Services
SIC 7389 – Business Services

Projections

1999 – 2006 Growth Rate:
Much faster than average (32.1%)

Over the Next 24 Months

Many (50%) employers expect employment in this occupation to remain stable and many (50%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Equipment Support Specialists, Sales Engineers, Lead Technicians, Foremen, Supervisors, and Area Managers.

Skills Important for Career Advancement

Troubleshooting, multi-tasking, initiative, leadership, and management skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 28.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*
Electrical, Electronics and Communications Engineering
Cuesta College
Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*

International Brotherhood of Electrical Workers Local 639
Programs: *Electrician*
Opportunities Unlimited
Programs: *Business Systems Networking and Telecommunications*

Tellers

OES 531020

16 Firms Responded
309 Jobs Represented

Job Description

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

Common Job Titles

Customer Service Representatives, Drive-up Cashiers, Tellers, Vault Tellers, Senior Tellers, and Member Services Officers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$10.70	\$8.00
New hires, experienced	\$8.50 – \$10.70	\$9.50
3+ years with firm	\$8.50 – \$12.35	\$11.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.24 to \$1.15 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	38%	31%	31%	25%
Dental Insurance:	44%	31%	31%	25%
Vision Insurance:	38%	31%	31%	25%
Life Insurance:	38%	31%	25%	19%
Paid Sick Leave:	63%	38%	13%	13%
Paid Vacation:	69%	44%	13%	13%
Retirement Plan:	19%	25%	38%	31%
Child Care:	0%	0%	6%	6%

Other benefits offered include long-term disability and flexible plans.

Unionization

100% Non-Union

Hours

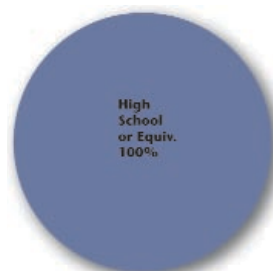
Many (51%) employees in this occupation work part time – 27 hours/week, many (48%) work full time – 40 hours/week, and a few work temporary – 13 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	6%
Not Required	50%
Preferred	44%

Many responding employers require or prefer an average of 9 months of prior work experience. Most (71%) responding employers accept experience in other occupations, such as Cashiers and customer related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	37%
No	63%

Technical or Vocational Training

Required	0%
Not Required	88%
Preferred	12%

A few responding employers prefer an average of 8 months of computer training.

Skills Information

Skills in: record keeping and customer service;
Ability to: operate 10-key adding machine by touch and perform repetitive work

New skills sought by most employers were communications, sales, banking, and math skills.

Computer software skills were sought by some employers in word processing and a few employers sought skills in spreadsheet, database, and operating system (Microsoft Windows) programs.

Employment Trends

Supply & Demand Assessment

Almost all (94%) employers found hiring inexperienced qualified applicants to be moderately difficult. A few (6%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	50%
Grew	50%

Sources of Filled Vacancies

Of the 156 positions filled in the last 12 months, 68% were hired to fill vacated positions, 19% were hired to fill vacated positions due to promotions, 11% were hired to fill new positions, and 2% were hired to fill temporary positions.

Turnover

47%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	81%
Newspaper Ads	75%
Walk-in Applicants	69%

Occupation Size

Very Large (590 – 680)

Employee Profile

88% Female
12% Male

Where the Jobs Are

SIC 6021 – National Commercial Banks
SIC 6022 – State Commercial Banks
SIC 6035 – Savings Institutions, Federally Chartered
SIC 6061/6062 – Credit Unions
SIC 6141 – Personal Credit Institutions

Projections

1999 – 2006 Growth Rate:
Average (15.3%)

Over the Next 24 Months

Many (56%) employers expect employment in this occupation to remain stable, some (38%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (94%) employers promote their employees to higher level positions, such as: Loan Clerks, New Account Representatives, Personal Bankers, Supervisors, and Branch Managers.

Skills Important for Career Advancement

Customer relations, communications, sales, knowledge of bank products, organizational, and computer skills

State Outlook

Between 1998 and 2008, this occupation is expected to decline 2.4% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

109

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Truck Drivers, Light – Include Delivery and Route Workers

OES 971050

16 Firms Responded
85 Jobs Represented

Job Description

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. This occupation does not include workers whose duties include sales.

Common Job Titles

Truck Drivers, Route Drivers, Delivery Drivers, and Drivers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.75 – \$9.00	\$7.50
New hires, experienced	\$6.75 – \$13.00	\$8.25
3+ years with firm	\$6.75 – \$14.68	\$10.63

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.50 to \$4.00 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	19%	0%	19%	6%
Dental Insurance:	13%	0%	6%	0%
Vision Insurance:	13%	0%	6%	0%
Life Insurance:	31%	0%	0%	0%
Sick Leave:	13%	6%	0%	0%
Vacation:	56%	6%	0%	0%
Retirement Plan:	13%	0%	13%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

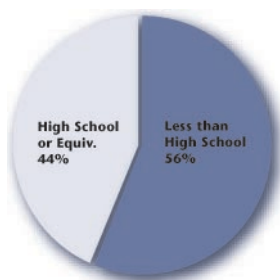
Almost all (82%) employees in this occupation work full time – 45 hours/week, a few work part time – 21 hours/week, and a few work temporary – 30 hours/week.

Shifts

Almost all (88%) responding employers offer day shifts and a few responding employers offer swing and flexible shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	31%
Not Required	50%
Preferred	19%

Many responding employers require or prefer an average of 11 months of prior work experience. Many (50%) responding employers accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	12%
Not Required	88%
Preferred	0%

A few responding employers require an average of 9 months of training.

Skills Information

Skills in: map reading and record keeping; Ability to: load and unload freight, read invoices, operate a fork lift, and lift at least 75 lbs. repeatedly; Licenses: Class A and/or Class B driver's license (depending on type of vehicle); Other: good driving record

Computer software skills were sought by a few employers in basic computer programs.

Truck Drivers, Light – Include Delivery and Route Workers

Researched in 2002

Employment Trends

Supply & Demand Assessment

Most (69%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (31%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	12%
Remained Stable	75%
Grew	13%

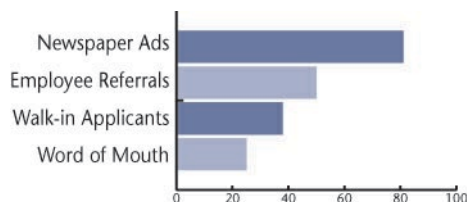
Sources of Filled Vacancies

Of the 43 positions filled in the last 12 months, 79% were hired to fill vacated positions, 9% were hired to fill new positions, 7% were hired to fill vacated positions due to promotions, and 5% were hired to fill temporary positions.

Turnover

46%

The four recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (800 – 1,000)

Employee Profile

88% Male
12% Female

Where the Jobs Are

SIC 4212 – Local Trucking without Storage
SIC 4213 – Trucking, Except Local
SIC 4214 – Local Trucking with Storage
SIC 4215 – Courier Services, Except by Air
SIC 5531 – Auto and Home Supply Stores
SIC 5722 – Household Appliance Stores
SIC 5992 – Florists
SIC 7389 – Business Services, Not Elsewhere Classified

Projections

1999 – 2006 Growth Rate:
Much faster than average (25.0%)

Over the Next 24 Months

Many (53%) employers expect employment in this occupation to remain stable, many (40%) employers expect employment in this occupation to grow, and a few (7%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (69%) employers promote their employees to higher level positions, such as: Lead Drivers, Dispatchers, Sales Associates, Supervisors, and Assistant Managers.

Skills Important for Career Advancement

Mechanical, management, communication, field knowledge, reliability, and good people skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 31.4% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

563

Training Providers (Refer to Appendix E for Contact Information)

Shoreline Occupational Services/Goodwill Industries
Programs: Ground Transportation, Other

Waiters and Waitresses

OES 650080

17 Firms Responded
317 Jobs Represented

Job Description

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. This occupation does not include workers who only work at counters.

Common Job Titles

Waiters, Waitresses, Wait Staff, Food Servers, and Servers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.75 – \$6.75	\$6.75
New hires, experienced	\$6.75 – \$7.41	\$6.75
3+ years with firm	\$6.75 – \$8.50	\$6.75

Other forms of compensation paid by all employers include tips ranging from an additional \$0.55 to \$19.74 per hour (an average of \$8.94 for all experience levels).

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	12%	0%	0%	12%
Dental Insurance:	6%	0%	0%	12%
Vision Insurance:	6%	0%	0%	12%
Life Insurance:	6%	0%	0%	12%
Sick Leave:	12%	0%	0%	0%
Vacation:	12%	6%	6%	6%
Retirement Plan:	12%	0%	6%	0%
Child Care:	0%	0%	0%	0%

Unionization

94% Non-Union

Hours

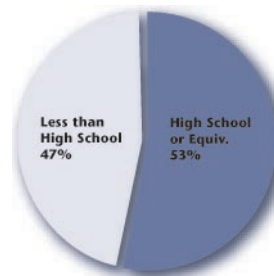
Most (79%) employees in this occupation work part time – 21 hours/week and some employees in this occupation work full time – 37 hours/week.

Shifts

Almost all (94%) responding employers offer day and swing shifts and a few responding employers offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	47%
Not Required	6%
Preferred	47%

Almost all responding employers require or prefer an average of 11 months of prior work experience. Most (75%) responding employers accept experience in other restaurant or customer service related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	31%
No	69%

Technical or Vocational Training

Required	0%
Not Required	100%
Preferred	0%

Skills Information

Skills in: cash handling, customer service, good grooming, and oral communication; Ability to: operate a cash register, stand continuously for two or more hours, lift at least 30 lbs. repeatedly, follow oral instructions, and work under pressure

New skills sought by some employers were good customer relations, understanding of menu and wine list, and strong mental/physical ability.

Computer software skills were sought by some employers in point-of-sale programs.

Waiters and Waitresses

Researched in 2002

Employment Trends

Supply & Demand Assessment

Many (53%) employers found hiring inexperienced qualified applicants to be moderately difficult. Many (47%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	65%
Grew	29%

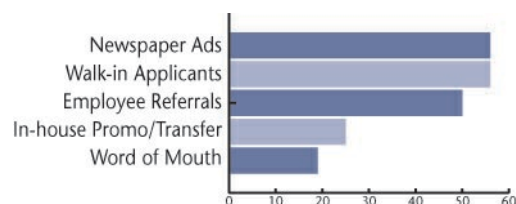
Sources of Filled Vacancies

Of the 175 positions filled in the last 12 months, 87% were hired to fill vacated positions, 11% were hired to fill vacated positions due to promotions, and 2% were hired to fill new positions.

Turnover

55%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (2,500 – 2,730)

Employee Profile

61% Female
39% Male

Where the Jobs Are

SIC 5812 – Eating Places
SIC 7011 – Hotels and Motels

Projections

1999 – 2006 Growth Rate:
Slower than average (9.2%)

Over the Next 24 Months

Many (59%) employers expect employment in this occupation to remain stable, some (29%) employers expect employment in this occupation to grow, and a few (12%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (71%) employers promote their employees to higher level positions, such as: Assistant Managers, Shift Managers, Floor Managers, Managers, and Bartenders.

Skills Important for Career Advancement

Enthusiasm, teamwork, leadership, assertiveness, good work habits, integrity, and people skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 20.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

42

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Wholesale and Retail Buyers – Except Farm Products

OES 213020

17 Firms Responded
55 Jobs Represented

Job Description

Wholesale and Retail Buyers – except Farm Products buy merchandise or commodities (other than farm products) for resale to consumers at the wholesale or retail level, including both durable and non-durable goods. They analyze past buying trends, sales records, and the price and quality of merchandise to determine value and yield. Buyers select, order, and authorize payment of merchandise according to contractual agreements. They may conduct meetings with sales personnel and introduce new products. This category does not include Assistant Buyers.

Common Job Titles

Buyer, Purchasing Agent, and Inventory Control Clerk

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$5.75 – \$13.33	\$9.59
New hires, experienced	\$6.50 – \$17.78	\$12.00
3+ years with firm	\$8.25 – \$23.01	\$15.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$.75 to \$2.56 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	41%	0%	59%	0%
Dental Insurance:	18%	0%	41%	0%
Vision Insurance:	0%	0%	18%	0%
Life Insurance:	29%	0%	6%	0%
Paid Sick Leave:	65%	0%	0%	0%
Paid Vacation:	88%	0%	0%	0%
Retirement Plan:	47%	0%	12%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

Almost all (87%) employees in this occupation work full time – 40 hours/week, a few part-time – 11 hours/week, and temporary – 13 hours/week.

Shifts

All employees (100%) work the day shift.

Employer Requirements

Minimum Level of Education Required

Less Than High School	12%
High School or Equivalent	65%
Associate Degree	18%
Bachelor Degree	5%

Job Required Training

Required	0%
Not Required	94%
Preferred	6%

Technical or vocational training preferred by few responding employers includes an average of 9 months in electronics.

Training as a Substitute for Previous Work Experience

Yes	56%
No	44%

Experience Required

Required	47%
Not Required	6%
Preferred	47%

Many (40%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three months to two years of previous work experience in a related field.

Skills Information

Skills in: negotiation, forecasting industry trends and interpersonal skills

New skills sought by a few employers were knowledge of style and color and cost analysis.

Computer software skills sought by responding employers include word processing (63%), spreadsheet (75%), database (56%), desktop publishing (13%), and various other inventory control programs.

Wholesale and Retail Buyers – Except Farm Products

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants and only moderately difficult to find inexperienced applicants.

The three recruitment strategies most successfully used by employers include:

In-House Promotion or Transfer	71%
Newspaper Ads	76%
Employee Referrals	41%

Turnover

9%

Occupation Size

Small (100 – 110)

Employee Profile

44% Female
56% Male

Where the Jobs Are

SIC 5141 – Groceries
SIC 59 – Retail Stores

Projections

Growth Rate: Slower than average (10.0%)

In the last 12 months, percentage of firms whose employment:

Declined	12%
Remained Stable	59%
Grew	29%

Source of Filled Vacancies:

Of the 10 positions filled in the past 12 months, 50% were hired to fill vacated positions and 50% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (76%) stated that they expected employment in this occupation to remain stable, while some employers (24%) expect employment to grow.

Other Relevant Information

Career Track

Many employers (47%) promote their employees to higher level positions such as Purchasing Manager and Inventory Analyst.

Skills Important for Career Advancement

People skills, communication, industry experience, creativity, negotiations, and building good supplier relationships

State Outlook

Between 1998 and 2008, this occupation is expected to grow 11.8% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Marketing Management and Research, Other*

California Polytechnic State University, Extended Studies
Programs: *Marketing Management and Research, Other*

Cuesta College
Programs: *Marketing Operations/Marketing and Distribution, Other*
Shoreline Occupational Services/Goodwill Industries
Programs: *General Retailing Operations*

OES 211140 Accountants and Auditors

DOT Code	DOT Title	DOT Code	DOT Title
160.162-010	Accountant, Tax	160.162-034	Auditor, Internal
160.162-022	Accountant, Budget	160.167-050	Revenue Agent
160.162-026	Accountant, Cost		

OES 531230 Adjustment Clerks

DOT Code	DOT Title	DOT Code	DOT Title
191.167-022	Service Representative	241.367-034	Tire Adjuster
241.267-034	Investigator, Utility-Bill Complaint	241.387-010	Claims Clerk
241.367-014	Customer-Complaint Clerk		

Non-OES 195.164-999 Activity Directors (unavailable)

Non-OES 169167997 Administrative Assistants (unavailable)

OES 130140 Administrative Services Managers

DOT Code	DOT Title	DOT Code	DOT Title
162.117-014	Contract Administrator	188.117-122	Property-Utilization Manager
163.167-026	Property-Disposal Officer	188.167-106	Unclaimed Property Officer
169.167-034	Manager, Office	189.167-022	Manager, Department
187.117-062	Radiology Administrator	189.167-030	Program Manager

OES 680140 Amusement and Recreation Attendants

DOT Code	DOT Title	DOT Code	DOT Title
195.367-030	Recreation Aide	342.667-010	Wharf Attendant
340.367-010	Desk Clerk, Bowling Floor	342.667-014	Attendant, Arcade
340.477-010	Racker	342.677-010	Ride Attendant
341.367-010	Recreation-Facility Attendant	343.367-010	Card Player
341.464-010	Skate-Shop Attendant	343.464-010	Gambling Dealer
341.665-010	Ski-Tow Operator	343.467-010	Cardroom Attendant I
341.677-010	Caddie	343.467-014	Floor Attendant
341.683-010	Golf-Range Attendant	343.467-022	Keno Writer
342.257-010	Weight Guesser	343.577-010	Cardroom Attendant II
342.657-010	Barker	349.664-010	Amusement Park Worker
342.657-014	Game Attendant	349.674-010	Animal-Ride Attendant
342.663-010	Ride Operator	349.677-014	Coach Driver
342.665-010	Fun-House Operator		



Appendix A (continued)

OES to DOT Conversion

OES 211140 Automotive Mechanics

DOT Code	DOT Title	DOT Code	DOT Title
620.261-010	Automobile Mechanic	620.281-070	Vehicle-Fuel-Systems Converter
620.261-012	Automobile-Mechanic Apprentice	620.381-010	Automobile-Radiator Mechanic
620.261-030	Automobile-Service-Station Mechanic	620.381-022	Repairer, Heavy
620.261-034	Automotive-Cooling-System Diagnostic Technician	620.684-018	Brake Adjuster
620.281-010	Air-Conditioning Mechanic	620.684-022	Clutch Rebuilder
620.281-026	Brake Repairer	625.281-022	Fuel-Injection Servicer
620.281-034	Carburetor Mechanic	706.381-046	Wheelwright
620.281-038	Front-End Mechanic	806.684-038	Automobile-Accessories Installer
620.281-046	Maintenance Mechanic	807.664-010	Muffler Installer
620.281-062	Transmission Mechanic	807.684-022	Floor Service Worker, Spring
620.281-066	Tune-Up Mechanic	825.381-014	Automatic-Window-Seat-and- Top-Lift Repairer

OES 535080 Bill And Account Collectors

DOT Code	DOT Title	DOT Code	DOT Title
241.357-010	Collection Clerk	241.367-022	Repossessor
241.367-010	Collector		

OES 680380 Child Care Workers

DOT Code	DOT Title
355.674-010	Child Care Attendant, School
359.677-018	Nursery School Attendant
359.677-026	Playroom Attendant

OES 221210 Civil Engineers

DOT Code	DOT Title
005.061-014	Civil Engineer
005.061-034	Structural Engineer
005.061-038	Transportation Engineer
005.061-042	Waste-Management Engineer

OES 650410 Combined Food Preparation and Service Workers

DOT Code	DOT Title
311.472-010	Fast Food Worker
311.477-014	Counter Attendant, Lunchroom or Coffee Shop

Non-OES 003362999 Computer Aided Design (CAD) Technicians

DOT Code	DOT Title	DOT Code	DOT Title
001.261-010	Drafter, Architectural	003.281-014	Drafter, Electronic
005.281-010	Drafter, Civil	007.281-010	Drafter, Mechanical
003.281-010	Drafter, Electrical	017.281-034	Technical Illustrator

OES 221270 Computer Engineers

DOT Code	DOT Title
030.062-010	Software Engineer
033.167-010	Computer Systems Hardware Analyst

Non-OES 031262999 Computer Network Administrators and Managers

DOT Code	DOT Title
033.362-010	Computer Security Specialist
033.167-010	Computer Systems Hardware Analyst

OES 251040 Computer Support Specialists (unavailable)

OES 150170 Construction Managers

DOT Code	DOT Title	DOT Code	DOT Title
182.167-010	Contractor	182.167-030	Superintendent, Maintenance of Way
182.167-014	Landscape Contractor	182.167-034	Supervisor, Bridges and Buildings
182.167-018	Railroad-Construction Director		
182.167-026	Superintendent, Construction		

OES 650260 Cooks – Restaurant

DOT Code	DOT Title	DOT Code	DOT Title
313.281-010	Chef De Froid	313.381-034	Ice-Cream Chef
313.361-014	Cook	315.361-022	Cook, Station
313.361-018	Cook Apprentice	315.381-014	Cook, Larder
313.361-030	Cook, Specialty, Foreign Food	315.381-018	Cook, Railroad
313.381-022	Cook, Barbecue		

OES 490170 Counter and Rental Clerks

DOT Code	DOT Title	DOT Code	DOT Title
216.482-030	Laundry Pricing Clerk	295.467-018	Hospital-Television-Rental Clerk
249.362-010	Counter Clerk	295.467-022	Trailer-Rental Clerk
249.366-010	Counter Clerk	295.467-026	Automobile Rental Clerk
295.357-010	Apparel-Rental Clerk	299.367-018	Watch-and-Clock-Repair Clerk
295.357-014	Tool-and-Equipment-Rental Clerk	369.367-010	Fur-Storage Clerk
295.357-018	Furniture-Rental Consultant	369.367-014	Rug Measurer
295.367-010	Airplane-Charter Clerk	369.467-010	Manager, Branch Store
295.367-014	Baby-Stroller and Wheelchair Rental Clerk	369.477-014	Service-Establishment Attendant
295.367-026	Storage-Facility Rental Clerk	369.677-010	Self-Service-Laundry-and-Dry-Cleaning Attendant
295.467-010	Bicycle-Rental Clerk		
295.467-014	Boat-Rental Clerk		

Non-OES 979382999 Desktop Publishing – Graphic Designers (unavailable)



Appendix A (continued)

OES to DOT Conversion

OES 872020 Electricians

DOT Code	DOT Title
824.261-010	Electrician

Non-OES 183161999 Enologists (Winemakers) (unavailable)

OES 798560 Farmworkers, Food and Fiber Crops

DOT Code	DOT Title	DOT Code	DOT Title
421.683-010	Farmworker, General I	421.687-010	Farmworker, General II

OES 130020 Financial Managers

DOT Code	DOT Title	DOT Code	DOT Title
160.167-058	Controller	186.117-086	Manager, Exchange Floor
161.117-018	Treasurer	186.167-054	Reserve Officer
169.167-086	Manager, Credit and Collection	186.167-086	Manager, Financial Institution
186.117-066	Risk and Insurance Manager	189.117-038	User Representative, International Accounting
186.117-070	Treasurer, Financial Institution		
186.117-078	VP, Financial Institution		

OES 810080 First Line Supervisors and Managers – Production and Operating Workers

DOT Code	DOT Title
184.167-046 through 979.137-026	Incinerator-Plant-General Supervisor Supervisor, Type-Disk Quality Controls (to large to list, not all apply)

OES 553470 General Office Clerks

DOT Code	DOT Title	DOT Code	DOT Title
209.362-030	Congressional-District Aide	245.367-014	Blood-Donor-Unit Assistant
209.562-010	Clerk, General	245.367-018	Calendar-Control Clerk, Blood Bank
219.362-010	Administrative Clerk	249.367-010	Animal-Shelter Clerk
219.362-022	Clerk, Telegraph Service	249.367-014	Career-Guidance Technician
219.362-026	Contract Clerk, Automobile	375.362-010	Police Clerk
243.362-014	Police Aide	579.137-030	Dispatcher, Concrete Products
245.362-014	Unit Clerk		
245.367-010	Animal-Hospital Clerk		

OES 859020 Heating, Air Conditioning and Refrigeration Mechanics/Installers

DOT Code	DOT Title	DOT Code	DOT Title
637.261-014	Heating and Air-conditioning Installer	637.261-030	Solar-Energy-System Installer
637.261-026	Refrigeration Mechanic	637.261-034	Air and Hydronic Balancing Tech.
		637.381-010	Evaporative-Cooler Installer

**OES 859020 Heating, Air Conditioning and Refrigeration Mechanics/Installers
CONT.**

DOT Code	DOT Title	DOT Code	DOT Title
637.381-014	Refrigeration Unit Repairer	862.361-010	Furnace Installer
827.361-014	Refrigeration Mechanic	869.281-010	Furnace Installer-and Repairer
862.261-018	Oil-Burner-Servicer-and Installer		

OES 983120 Helpers – Carpenters and Related Workers

DOT Code	DOT Title	DOT Code	DOT Title
821.667-010	Helper, Electrical	864.687-010	Carpet Layer Helper
859.687-010	Blaster Helper	869.687-034	House Mover Helper

OES 538080 Hotel Desk Clerks

DOT Code	DOT Title
238.367-038	Hotel Clerk

Non-OES 166267999 Human Resource Technicians

DOT Code	DOT Title
166.117-018	Manager, Personnel
166.167-018	Manager, Benefits
166.167-022	Manager, Compensation
166.167-026	Manager, Education and Training
166.167-034	Manager, Labor Relations

OES 273080 Human Service Workers

DOT Code	DOT Title	DOT Code	DOT Title
195.367-010	Case Aide	195.367-022	Food-Management Aide
195.367-014	Management Aide	195.367-034	Social-Services Aide

OES 927470 Industrial Truck and Tractor Operators

DOT Code	DOT Title	DOT Code	DOT Title
519.663-014	Hot-Car Operator	921.683-070	Straddle-Truck Operator
519.683-014	Larry Operator	921.683-078	Transfer-Car Operator
921.583-010	Transfer-Car Operator	929.583-010	Yard Worker
921.683-042	Front-End Loader Operator	929.683-014	Tractor Operator
921.683-050	Industrial-Truck Operator		

OES 313210 Instructors and Coaches – Sports and Physical Training

DOT Code	DOT Title
099.224-010	Instructor, Physical Education
153.227-014	Instructor, Physical
153.227-018	Instructor, Sports



Appendix A (continued)

OES to DOT Conversion

OES 670050 Janitors and Cleaners – Except Maids and Housekeeping

DOT Code	DOT Title
381.687-014	Cleaner, Commercial or Institutional
381.687-018	Cleaner, Industrial
381.687-022	Cleaner, Laboratory Equipment
382.664-010	Janitor

Non-OES 029.261-999 Lab Technicians – Winery (unavailable)

OES 790410 Laboreres, Landscaping and Groundskeeping (unavailable)

OES 927260 Laundry and Dry-Cleaning Machine Operators and Tenders – Except Pressers

DOT Code	DOT Title	DOT Code	DOT Title
361.665-010	Washer, Machine	362.684-014	Fur Cleaner
361.682-010	Rug Cleaner, Machine	362.684-026	Leather Cleaner
361.684-010	Launderer, Hand	362.685-010	Feather Renovator
361.684-014	Laundry Worker I	364.684-010	Rug Dryer II
361.685-014	Continuous-Towel Roller	369.684-014	Laundry Operator
361.685-018	Laundry Worker II	369.685-010	Fur Blower
361.685-022	Patching-Machine Operator	369.685-014	Fur Cleaner, Machine
362.382-010	Dry-Cleaner Apprentice	589.685-038	Dry Cleaner
362.382-014	Dry-Cleaner		

OES 531210 Loan and Credit Clerks

DOT Code	DOT Title	DOT Code	DOT Title
205.367-022	Credit Clerk	249.362-014	Mortgage Clerk
219.362-038	Mortgage-Closing Clerk	249.362-018	Mortgage Loan Closer
219.367-046	Disbursement Clerk	249.362-022	Mortgage Loan Processor

OES 211080 Loan Officers and Counselors

DOT Code	DOT Title	DOT Code	DOT Title
186.167-078	Commercial Loan Collection Officer	186.267-022	Loan Review Analyst
186.267-018	Loan Officer	186.267-026	Underwriter, Mortgage Loan

OES 851320 Maintenance Repairers – General Utility

DOT Code	DOT Title
637.261-014	Heating and Air Conditioning Installer
637.261-026	Refrigeration Mechanic
899.261-014	Maintenance Repairer, Industrial
899.381-010	Maintenance Repairer, Building

OES 130110 Marketing, Advertising, and Public Relations Managers**DOT Code DOT Title**

165.167-014 Public Relations Representative

OES 329110 Medical Records Technicians**DOT Code DOT Title**

079.167-014 Medical Record Administrator

079.362-014 Medical Record Technician

OES 531050 New Account Clerks**DOT Code DOT Title**

205.362-026 Customer Service Representative

OES 660080 Nurse Aides**DOT Code DOT Title DOT Code DOT Title**

355.674-014 Nurse Assistant

355.674-018 Orderly

OES 874020 Painters and Paperhangers – Construction and Maintenance**DOT Code DOT Title DOT Code DOT Title**

840.381-010 Painter

841.381-010 Paperhanger

OES 283050 Paralegal Personnel**DOT Code DOT Title DOT Code DOT Title**

119.267-022 Legal Investigator

119.267-026 Paralegal

OES 875020 Plumbers, Pipefitters, and Steamfitters**DOT Code DOT Title DOT Code DOT Title**

862.261-010 Pipe Fitter

862.381-014 Industrial-Gas Fitter

862.281-010 Coppersmith

862.381-022 Pipe Fitter, Diesel Engine li

862.281-014 Coppersmith Apprentice

862.381-030 Plumber

862.281-022 Pipe Fitter

862.381-034 Plumber Apprentice

862.281-026 Pipe-Fitter Apprentice

862.681-010 Plumber

862.361-014 Gas-Main Fitter

862.682-010 Pipe Cutter

862.361-018 Pipe Fitter, Diesel Engine I

862.684-034 Water-Softener Servicer-and-

862.361-022 Steam Service Inspector

Installer



Appendix A (continued)

OES to DOT Conversion

OES 325020 Registered Nurses

DOT Code	DOT Title	DOT Code	DOT Title
075.124-010	Nurse, School	075.167-010	Nurse, Supervisor
075.124-014	Nurse, Staff, Community Health	075.167-014	Quality Assurance Coordinator
075.127-014	Nurse, Consultant	075.264-010	Nurse Practitioner
075.127-026	Nurse, Supervisor, Community-Health Nursing	075.264-014	Nurse-Midwife
075.127-030	Nurse, Supervisor, Evening-Or-Night	075.364-010	Nurse, General Duty
075.127-034	Nurse, Infection Control	075.371-010	Nurse Anesthetist
075.137-010	Nurse, Supervisor, Occupational Health Nursing	075.374-014	Nurse, Office
075.137-014	Nurse, Head	075.374-018	Nurse, Private Duty
		075.374-022	Nurse, Staff, Occupational Health Nursing

OES 430170 Sales Agents – Selected Business Services

DOT Code	DOT Title	DOT Code	DOT Title
165.157-010	Song Plugger	252.357-010	Crating-And-Moving Estimator
236.252-010	Rep., Personal Services	252.357-014	Sales Rep., Shipping
250.357-022	Sales Rep.	253.157-010	Communications Consultant
251.157-014	Sales Rep., Data Processing Services	253.257-010	Sales Rep., Telephone Services
251.257-014	Sales Agent, Psychological Tests	253.357-010	Sales Rep., Public Utilities
251.357-010	Sales Agent, Business Services	254.357-018	Sales Rep., Printing
251.357-018	Sales Agent, Pest Control Services	259.157-014	Sales Rep., Hotel Services
251.357-022	Sales Rep., Franchise	259.257-018	Sales Rep., Elevators & Escalators
251.357-026	Sales Rep., Herbicide	259.257-022	Sales Rep., Security Systems
252.257-010	Traffic Agent	259.357-030	Sales Rep., Weather-Forecast
		259.357-038	Tobacco-Warehouse Agent

OES 490050 Sales Representatives – Scientific and Related Products and Services – Except Retail

DOT Code	DOT Title	DOT Code	DOT Title
259.257-014	Sales Rep., Electroplating	273.253-010	Sales Rep., Aircraft
262.157-010	Pharmaceutical Detailer	273.357-010	Sales Rep., Aircraft Equipment and Parts
262.357-010	Sales Rep., Chemical and Drugs	273.357-026	Sales Rep., Railroad Equipment and Supplies
262.357-022	Sales Rep., Water Treatment Chemicals	274.157-010	Sales Rep., Elevators & Escalators
271.257-010	Sales Rep., Communication Equipment	274.257-010	Sales Rep., Foundry and Machine Shop
271.352-010	Sales Rep., Radiographic Inspection Equipment	274.357-010	Sales Rep., Abrasives
271.352-014	Sales Rep., Ultrasonic Equipment	274.357-018	Sales Rep., Building Equipment and Supplies
271.354-010	Sales Rep., Electric Motors	274.357-022	Sales Rep., Construction Machinery
271.357-010	Sales Rep., Electronic Parts	274.357-030	Sales Rep., Dairy Supplies
272.357-010	Sales Rep., Animal-Feed Products	274.357-038	Sales Rep., Industrial Machinery
272.357-014	Sales Rep., Farm and Garden Equipment	274.357-046	Sales Rep., Lubricating Equipment
272.357-018	Sales Rep., Poultry Equipment and Supplies		

OES 490050 Sales Representatives – Scientific and Related Products and Services – Except Retail CONT.

DOT Code	DOT Title	DOT Code	DOT Title
274.357-050	Sales Rep., Material-Handling Equipment	276.257-010	Sales Rep., Dental and Medical Equipment
274.357-054	Sales Rep., Metals	276.257-014	Sales Rep., Weighing and Force Measurement
274.357-058	Sales Rep., Oil Field Supplies and Equipment	276.257-022	Salesperson, Surgical Appliances
274.357-070	Sales Rep., Textile Machinery	276.357-014	Sales Rep., Precision Instruments
274.357-074	Sales Rep., Welding Equipment	276.357-018	Sales Rep., Veterinarian Supplies
274.357-078	Sales Rep., Wire Rope	299.251-010	Sales-Service Rep. Milking Machines
275.257-010	Sales Rep., Computers and EDP Systems		

OES 490112 Salespersons – Retail (Except Vehicle Sales)

DOT Code	DOT Title
250.000-000 through 290.000-000	Sales Occupations, Services (Not all will apply) Miscellaneous Sales Occupations

OES 929620 Separating, Filtering, Clarifying, Precipitating, and Still Machine Operators and Tenders

DOT Code	DOT Title	DOT Code	DOT Title
522.685-042	De-Alcoholizer	553.682-018	Evaporator Operator II
522.685-046	Deodorizer	553.685-010	Ammonium-Nitrate Crystallizer
522.685-050	Dorr Operator	599.685-042	Filter-Press Tender
522.685-054	Dropper, Fermenting Cellar	599.685-082	Screener Operator
522.685-058	Drum Loader and Unloader	692.685-166	Separator Operator
552.685-026	Still Tender	939.685-014	Washer-and-Crusher Tender
552.685-030	Still-Operator Helper	954.385-010	Basin Operator
553.382-018	Evaporator Operator I		

OES 251020 Systems Analysts – Electronic Data Processing

DOT Code	DOT Title
012.167-066	Systems Analyst, Electronic Data Processing

OES 313080 Teachers – Secondary Education

DOT Code	DOT Title	DOT Code	DOT Title
091.221-010	Teacher, Industrial Arts	099.224-010	Instructor, Physical Education
091.227-010	Teacher, Secondary School	099.227-022	Instructor, Military Science

OES 340050 Technical Writers

DOT Code	DOT Title
131.267-026	Writer, Technical Publications



Appendix A (continued)

OES to DOT Conversion

OES 490260 Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers

DOT Code	DOT Title	DOT Code	DOT Title
279.357-038	Salesperson – Demonstrator	291.457-014	Lounge-Car Attendant
291.157-010	Subscription Crew Leader	291.457-018	Peddler
291.357-010	Sales Rep. – Door-to-Door	291.457-022	Vendor
291.454-010	LEI Seller	292.457-010	Newspaper Carrier
291.457-010	Cigarette Vendor	299.357-014	Telephone Solicitor

OES 857020 Telephone and Cable TV Line Installers and Repairers

DOT Code	DOT Title	DOT Code	DOT Title
821.281-010	Cable Television Installer	822.381-018	Private Branch Exchange
822.381-010	Equipment Installer	822.381-014	Line Installer-Repairer

OES 531020 Tellers

DOT Code	DOT Title	DOT Code	DOT Title
211.362-010	Teller, Vault	211.362-018	Teller

OES 971050 Truck Drivers, Light – Include Delivery and Route

DOT Code	DOT Title	DOT Code	DOT Title
906.683-010	Food-Service Driver	906.683-022	Truck Driver, Light
906.683-014	Liquid-Fertilizer Servicer	913.663-018	Driver
906.683-018	Telephone-Directory-Distributor Driver	919.663-022	Escort-Vehicle Driver

OES 650080 Waiters and Waitresses

DOT Code	DOT Title	DOT Code	DOT Title
310.357-010	Wine Steward/Stewardess	311.674-018	Waiter/Waitress, Buffet
311.477-018	Waiter/Waitress, Bar	350.677-010	Mess Attendant
311.477-022	Waiter/Waitress, Dining Car	350.677-026	Steward/Stewardess, Wine
311.477-026	Waiter/Waitress, Formal	350.677-030	Waiter/Waitress
311.477-030	Waiter/Waitress, Informal	352.677-018	Waiter/Waitress, Club

OES 213020 Wholesale and Retail Buyers – Except Farm Products

DOT Code	DOT Title	DOT Code	DOT Title
162.157-018	Buyer	162.157-022	Buyer, Assistant

Appendix B

San Luis Obispo County Occupational Projections 1999-2006 50 Occupations with the Largest Growth

OES #	Occupation	1999	2006	New Jobs	%Change
490110	Salespersons, Retail	3,840	4,630	790	20.6
490230	Cashiers	2,840	3,350	510	18
190050	General Managers, Top Executives	2,800	3,300	500	17.9
553470	General Office Clerks	2,900	3,380	480	16.6
790410	Laborers, Landscaping/Groundskeeping	1,970	2,430	460	23.4
670020	Maids And Housekeeping Cleaners	1,220	1,500	280	23
313080	Teachers—Secondary School	1,130	1,360	230	20.4
50080	Waiters And Waitresses	2,500	2,730	230	9.2
630170	Correction Officers, Jailers	870	1,080	210	24.1
971050	Truck Drivers, Light	800	1,000	200	25
313050	Teachers—Elementary School	1,440	1,630	190	13.2
971020	Truck Drivers, Heavy	730	910	180	24.7
315210	Teacher Aides, Paraprofessional	580	750	170	29.3
553050	Receptionists, Information Clerks	1,040	1,200	160	15.4
251040	Computer Support Specialists	340	490	150	44.1
670050	Janitors, Cleaners—Except Maids	1,290	1,430	140	10.9
851320	Maint Repairers, Genl Utility	980	1,120	140	14.3
325020	Registered Nurses	1,340	1,470	130	9.7
871020	Carpenters	660	790	130	19.7
340080	Public Relations Specialists, Publicity Writers	410	520	110	26.8
853020	Automotive Mechanics	620	730	110	17.7
553380	Bookkeeping, Accounting Clerks	1,640	1,740	100	6.1
630470	Guards And Watch Guards	540	640	100	18.5
650260	Cooks—Restaurant	930	1,030	100	10.8
660080	Nurse Aides, Orderlies, Attendants	650	750	100	15.4
130110	Marketing, Advertising, Public Relations Managers	330	420	90	27.3
273110	Recreation Workers	440	530	90	20.5
490170	Counter And Rental Clerks	330	420	90	27.3
531020	Tellers	590	680	90	15.3
539050	Teacher Aides & Educ Assts, Clerical	410	500	90	22
551080	Secretaries, General	1,230	1,320	90	7.3
660050	Medical Assistants	340	430	90	26.5
810050	First-Line Sup/Mgr-Construction	340	430	90	26.5
857020	Telephone, Cable TV Installers	280	370	90	32.1
874020	Painters, Paperhangers	380	470	90	23.7
273050	Social Workers—Except Med, Psychiatric	310	390	80	25.8
313030	Teachers, Preschool	360	440	80	22.2
490080	Sales Reps, Non-Scientific Except Retail	370	450	80	21.6
580230	Stock Clerks—Stockroom, Warehouse	520	600	80	15.4
630140	Police Patrol Officers	300	380	80	26.7
939560	Assemblers, Fabricators—Except Mach, Elect	390	470	80	20.5
989020	Hand Packers And Packagers	380	460	80	21.1
251020	Systems Analysts—Elec Data Proc	160	230	70	43.8
430140	Sales Agents—Financial Services	140	210	70	50
580280	Traffic, Shipping, Receiving Clerks	570	640	70	12.3
650380	Food Preparation Workers	1,220	1,290	70	5.7
983120	Helpers—Carpenters And Related	250	320	70	28
150050	Education Administrators	420	480	60	14.3
211140	Accountants And Auditors	450	510	60	13.3
273070	Residential Counselors	270	330	60	22.2

Source: Table 4 – Occupational Projections for San Luis Obispo County Published by Employment Development Department/Labor Market Information Division (March 2000 Benchmark.) Excludes not elsewhere classified (NEC) categories and occupations with employment of less than 100 in 2006.



Appendix C

San Luis Obispo County Occupational Projections 1999-2006 50 Occupations with the Fastest Growth

OES #	Occupation	1999	2006	New Jobs	%Change
430140	Sales Agents—Financial Services	140	210	70	50
251040	Computer Support Specialists	340	490	150	44.1
251020	Systems Analysts—Elec Data Proc	160	230	70	43.8
221270	Computer Engineers	120	170	50	41.7
680210	Ushers, Lobby Attendants	120	170	50	41.7
979560	Operating Engineers	150	210	60	40
531050	New Accounts Clerks	100	140	40	40
859020	Heating, AC, Refrig Mechanics	140	190	50	35.7
927260	Laundry, Dryclean Mach Ops	150	200	50	33.3
130170	Engineer, Math, And Nat Sci Mgrs	90	120	30	33.3
283050	Paralegal Personnel	90	120	30	33.3
857020	Telephone, Cable TV Installers	280	370	90	32.1
273080	Human Services Workers	160	210	50	31.3
929740	Packaging, Filling Mach Ops, Tenders	160	210	50	31.3
219020	Cost Estimators	100	130	30	30
315210	Teacher Aides, Paraprofessional	580	750	170	29.3
680050	Hairdressers, Hairstylists	140	180	40	28.6
983120	Helpers—Carpenters And Related	250	320	70	28
130110	Marketing, Advertising, Public Relations Managers	330	420	90	27.3
490170	Counter And Rental Clerks	330	420	90	27.3
340080	Public Relations Specialists, Publicity Writers	410	520	110	26.8
630140	Police Patrol Officers	300	380	80	26.7
680380	Child Care Workers	150	190	40	26.7
931140	Electrical Equip Assemblers—Prec	150	190	40	26.7
979380	Grader, Dozer, Scraper Operators	150	190	40	26.7
983150	Helpers—Plumbers And Related	150	190	40	26.7
660050	Medical Assistants	340	430	90	26.5
810050	First-Line Sup/Mgr-Construction	340	430	90	26.5
273050	Social Workers—Except Med, Psychiatric	310	390	80	25.8
971050	Truck Drivers, Light	800	1,000	200	25
313110	Teachers—Special Education	200	250	50	25
490050	Sales Reps, Scientific—Except Retail	160	200	40	25
531230	Adjustment Clerks	160	200	40	25
430170	Sales Agents—Selected Business Services	120	150	30	25
325110	Physician's Assistants	80	100	20	25
340350	Artists And Related Workers	80	100	20	25
490260	Telemarketers, Solicitors & Relate	80	100	20	25
580260	Order Fillers—Wholesale & Retail Sales	80	100	20	25
893110	Cabinetmakers And Bench Carpenters	80	100	20	25
925460	Bindery Machine Operators	80	100	20	25
971170	Driver/Sales Workers	80	100	20	25
971020	Truck Drivers, Heavy	730	910	180	24.7
630170	Correction Officers, Jailers	870	1,080	210	24.1
874020	Painters, Paperhangers	380	470	90	23.7
790170	Animal Caretakers—Except Farm	170	210	40	23.5
790410	Laborers, Landscaping/Groundskeeping	1,970	2,430	460	23.4
573050	Postal Mail Carriers	260	320	60	23.1
660020	Dental Assistants	260	320	60	23.1
150170	Construction Managers	130	160	30	23.1
329080	Dental Hygienists	130	160	30	23.1

Source: Table 5 – Occupational Projections for San Luis Obispo County Published by Employment Development Department/Labor Market Information Division (March 2000 Benchmark.) Excludes not elsewhere classified (NEC) categories and occupations with employment of less than 100 in 2006.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

Appendix D

Sample Questionnaire - Side 1



Please return completed questionnaire to:
 Creekside Career Center - Taylor
 4111 Broad Street, Suite A Phone (805) 788-2616
 San Luis Obispo, CA 93401 Fax (805) 541-4117

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Occupation: 211140 ACCOUNTANTS AND AUDITORS		
Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.		
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, please complete this survey for the occupation described.		
If no, please return this questionnaire to the above address.		
If your firm has multiple locations, please confine your answers to locations in your county.		
1. What job title(s) does your firm use for these duties?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____	
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation, how many current employees are there and on average how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred	
If yes or preferred, how much experience in this occupation is required/preferred?	_____ (months)	
Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		

Appendix D

Sample Questionnaire - Side 2

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No (months)	
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred (months)	
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).			
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study			
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and type(s) of compensation.	
	<u>Base Wage or Salary</u>	<u>Other Compensation</u>	<u>Type of Compensation</u>
• New hires, no experience (trained or untrained):	\$ _____	\$ _____	<input type="checkbox"/> Commission
• New hires who are experienced:	\$ _____	\$ _____	<input type="checkbox"/> Tips
• Experienced employees after 3 years with your firm:	\$ _____	\$ _____	<input type="checkbox"/> Bonus
(Please check one)	<input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:			
	<u>Employer Pays All</u>		<u>Share Cost</u>
	FT	PT	FT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. a. Does your firm ever promote employees in this occupation to higher level positions? If yes, what are the titles of the positions to which they may be promoted?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
b. What skills are important for career advancement?		_____	
16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Please check all that apply)			
Specify software names: <input type="checkbox"/> None			
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____			
17. What other new skills are needed to perform the duties of this occupation? _____			
18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods?			
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet <input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals <input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____			
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Would you like to receive a complimentary copy of the survey results for this occupation?		<input type="checkbox"/> Yes <input type="checkbox"/> No	

THANK YOU FOR YOUR COOPERATION !

Appendix E

Training Providers San Luis Obispo County

Academy Education Services, Inc.

5943 Traffic Way
Atascadero, CA 93422
Phone: 805-460-0270
Website: www.academyed.com

Atlas Child Care Careers

8771 El Camino Real
Atascadero, CA 93422
Phone: 805-593-0565
Fax: 805-593-0564

Atlas Computer Centers

8763 El Camino Real
Atascadero, CA 93422
Phone: 805-593-0565
Fax: 805-593-0564
Website: www.atlascomputercenters.com

Atlas Computer Centers

75 Higuera Street, Suite 210
San Luis Obispo, CA 93401
Phone: 805-593-0565
Fax: 805-593-0564
Website: www.atlascomputercenters.com

California Coast Language Academy

586 Higuera Street, Suite 200
San Luis Obispo, CA 93401
Phone: 805-541-8060
Fax: 805-541-4810
Website: www.cclausa.com

California Polytechnic State University

1 Grand Avenue
San Luis Obispo, CA 93407
Phone: 805-756-2311
Fax: 805-756-5400
Website: www.calpoly.edu

**California Polytechnic State University,
Extended Studies**

1 Grand Avenue
San Luis Obispo, CA 93407
Phone: 805-756-2053
Fax: 805-756-5933
Website: www.ExtendedStudies.calpoly.edu/

Carpenters Union Local 1800

1177 Poole Street
Arroyo Grande, CA 93420
Phone: 805-473-1800
Fax: 805-473-2423

Central California School of Continuing Education

3195 McMillan, Suite F
San Luis Obispo, CA 93401
Phone: 805-543-9123
Fax: 805-543-6330
Website: www.ccsce.org

Colombia College

Highway One
San Luis Obispo, CA 93903
Phone: 805-875-7661
Website: www.ccis.edu

Computer Training Network

1502 Spring Street
Paso Robles, CA 93446
Phone: 805-237-8453
Fax: 805-237-2137
Website: www.ctcinc.com

Contractors License Courses of California

11545 Los Osos Valley Road
San Luis Obispo, CA 93401
Phone: 805-544-1682

CTE Computer Training Centers, Inc.

3220 S. Higuera Street, Suite 208
San Luis Obispo, CA 93401
Phone: 805-786-4283
Fax: 805-545-5435
Website: www.ctetrain.com

Cuesta College

Highway One
San Luis Obispo, CA 93405
Phone: 805-546-3100
Fax: 805-546-3904
Website: www.cuesta.org

H & R Block Tax Training School

4801 El Camino Real
Atascadero, CA 93422
Phone: 805-466-0490
Fax: 805-466-6822
Website: www.hrblock.com

H & R Block Tax Training School

1800 Grand Avenue
Grover Beach, CA 93433
Phone: 805-928-2391
Fax: 805-349-0488
Website: www.hrblock.com

H & R Block Tax Training School

527 Pine Street
Paso Robles, CA 93446
Phone: 805-238-0715
Fax: 805-237-4067
Website: www.hrblock.com

H & R Block Tax Training School

560 Higuera Street
San Luis Obispo, CA 93401
Phone: 805-928-2391
Fax: 805-349-0488
Website: www.hrblock.com





Appendix E *(continued)*

Training Providers

San Luis Obispo County

International Brotherhood of Electrical Workers (IBEW), Local 639

6363 Edna Road
San Luis Obispo, CA 93401
Phone: 805-543-5693
Fax: 805-544-3762

Lucia Mar Adult Education

227 Bridge Street
Arroyo Grande, CA 93420
Phone: 805-473-4244
Fax: 805-473-5641
Website: www.luciamar.k12.ca.us/adulted/index.html

MacTeacher

2308 Broad Street
San Luis Obispo, CA 93401
Phone: 805-541-9225
Fax: 805-541-2131
Website: www.macteacher.com

Montessori World Educational Institute

1700 Berwick Drive
Cambria, CA 93428
Phone: 805-927-3240
Fax: 805-927-2242
Website: www.montessoriworlworld.org

Opportunities Unlimited

7635 El Camino Real
Atascadero, CA 93422
Phone: 805-474-9006
Fax: 805-474-9006

Opportunities Unlimited

150 South 6th Street, Suite D1
Grover Beach, CA 93433
Phone: 805-474-9006
Fax: 805-474-9006

Plumbers and Pipe Fitters Union Local 409

3710 Broad Street
San Luis Obispo, CA 93401
Phone: 805-543-2416
Fax: 805-541-0251

Professional Career Training Institute

formerly Specialized Technical Education Program School

715 24th Street, Suite J
Paso Robles, CA 93446
Phone: 805-237-7837
Fax: 805-238-6076
Website: www.pctschool.com

San Luis Coastal Adult School

1500 Lizzie Street
San Luis Obispo, CA 93401
Phone: 805-549-1222
Fax: 805-549-1222
Website: ae.slcsd.org

Shoreline Occupational Services/

Goodwill Industries

880 Industrial Way
San Luis Obispo, CA 93401
Phone: 805-544-0542
Fax: 805-544-0543
Website: www.scgoodwill.org

So. CA Cement Masons Joint Apprenticeship Trust

P.O. Box 6681
Los Osos, CA 93402
Phone: 805-528-0215
Fax: 805-528-7257
Website: www.Local600.org

University of La Verne

3211 Broad Street, Suite 113
San Luis Obispo, CA 93401
Phone: 805-542-9690
Fax: 805-542-9735
Website: www.ulv.edu

West Coast Schools

5385 El Camino Real
Atascadero, CA 93422
Phone: 805-466-7843
Fax: 805-466-7844
Website: www.westcoastschools.com



\$25.00